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*** Pro Hac Vice Application
To Be Submitted**

Attorneys for Plaintiffs and the Proposed Classes

**UNITED STATES DISTRICT COURT
FOR THE DISTRICT OF NEW JERSEY**

PAMELA M. ALLEN; LISA BAKER; BRIANA BELL; KIMBERLY BLAIR; CAROLINE BONHAM; TAMMY BURKE; SHAUNA CAVALLARO; ERIKA CONLEY; KENDRA CONOVER; DYLAN CORBIN; RYAN CORBIN; LAURA CURRY; SHAKERA DYER; RUSSELL FROM; ASHTIN GAMBLIN; ERICKA GARDNER; JAMES HENSLEY; ADAM KELLER; KRISTA KIRBY; JAN LOMBARD; AARON MAXA; LINDSEY MORAN; JENNIFER OCAMPO-NEUBAUER; ANGEL PACHECHO; LORI SNYDER; KATHRYN TAYLOR; ANTHONY VALLECORSIA; and BRAD YOUNG; on behalf of themselves and all others similarly situated,

Plaintiffs,

v.

CELLCO PARTNERSHIP d/b/a VERIZON
WIRELESS and VERIZON
COMMUNICATIONS INC.,

Defendants.

CASE NO. 3:23-CV-1138-ZNQ-RLS

**DECLARATION OF STEPHEN P.
DeNITTIS IN SUPPORT OF
OPPOSITION TO MOTION TO
COMPEL ARBITRATION AND
STAY PROCEEDINGS**

I, Stephen P. DeNittis, upon my oath certify as follows:

1. I am the managing shareholder of DeNittis Osefchen Prince, P.C. (“DOP”), one of the counsel of record for Plaintiffs and the putative class in this matter. I respectfully submit this declaration in support of Plaintiffs’ Opposition to Defendants’ Motion to Compel Arbitration.

2. My firm, along with the firm of Hattis & Lukacs, represents all 27 Plaintiffs in this litigation, who are each challenging the “Administrative Charge” Verizon charges to its wireless customers

3. At the current time, my firm and the Hattis firm also represent over 2,000 other Verizon customers, who, like the Plaintiffs in this case, are subject to the March 16, 2022 and November 15, 2022 Verizon Agreements. These over 2,000 arbitration clients have already submitted their arbitrations to the AAA. The AAA has directed that these over 2,000 arbitrations must proceed in groups of 10 at a time pursuant to the so-called “bellwether” process. Verizon has not waived the application of the so-called “bellwether” process for these more than 2,000 customers. Verizon has indicated it is already picking the first five such claims for inclusion in the first batch of ten claims to proceed in arbitration under that “bellwether” provision.

4. A true copy of the New Jersey Appellate Division opinion in Achey, et al. v. Cellco P’ship (d/b/a Verizon Wireless), et al., ____ N.J. Super. ____, 2023 N.J.

Super. LEXIS 45 (App. Div. May 1, 2023) is attached hereto as Exhibit A. That opinion was approved for publication on May 1, 2023.

5. A true copy of the AAA Order dated February 23, 2023 in Individual Claimants vs. Cellco Partnership dba Verizon Wireless & Verizon, No. 01-22-0003-9225 is attached hereto as Exhibit B.

6. A true and correct copy of the My Wireless Customer Agreement dated March 16, 2022 (“Verizon Agreement”) is attached hereto as Exhibit C.

7. A true and correct copy of the My Wireless Customer Agreement dated November 15, 2022 (“Amended Verizon Agreement”) is attached hereto as Exhibit D.

8. A true copy of the May 27, 2022 Written Notices of Dispute and Claims sent by, inter alia, Plaintiffs Lisa Baker, Briana Bell, Kimberly Blair, Tammy Burke, Erika Conley, Kendra Conover, Shakera Dyer, James Hensley, Adam Keller, Jan Lombard, Aaron Maxa, Lindsey Moran, Lori Snyder, Kathryn Taylor and Anthony Vallecorsa to Verizon are attached hereto as Exhibit E.

9. A true copy of the December 7, 2022 Written Notice of Dispute and Claims sent by, inter alia, Plaintiffs Pamela M. Allen, Caroline Bonham, Shauna Cavallaro, Dylan Corbin, Laura Curry, Russell From, Ashtin Gamblin, Ericka Gardner, Krista Kirby, Jennifer Ocampo-Neubauer, Angel Pachecho and Brad Young to Verizon is attached hereto as Exhibit F.

10. Attached hereto as Exhibit G is a true and correct copy of Better Business Bureau's (BBB) Pre-Dispute Arbitration Rules, none of which provide for delegation of any arbitrability issues to an arbitrator.

11. Attached hereto as Exhibit H is a true and correct copy of the American Arbitration Fact Sheet stating that the average time from filing to final award for the consumer arbitrations studied was 6.9 months.

12. Since March 15, 2022, several thousand consumers represented by Plaintiffs' counsel have filed their notices of arbitration over the Verizon "Administrative Charge." To date, not one such arbitration has yet been concluded, settled or otherwise resolved.

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made are willfully false, I will be subject to punishment.

Dated: May 26, 2023

By: 
Stephen P. DeNittis, Esq.

Exhibit A

2023 WL 3160849

Only the Westlaw citation is currently available.
 Superior Court of New Jersey, Appellate Division.

JEFFREY ACHEY, MARILYN ACHEY, JUSTIN
 ANDERSON, DEIDRE ASBJORN, GREGORY
 BURLAK, CARLA HIOZZO, JUDITH
 CHIOZZO, JOHN CONWAY, ADAM DEMARCO,
 DEAN ESPOSITO, JAMES FISHER, ALLISON
 GILLINGHAM, LORRAINE GILLINGHAM,
 DOREE GORDON, DONNA HARTMAN,
 PATRICIA JUSTICE, DAVID KELLY, CHRISTINA
 MANFREDO, ALEXANDER NAVARRA, JUDITH
 OELENSCHLAGER, DANIEL PATINO, JAMES
 PRATE, MICHAEL SCHEUFELE, RUSSELL
 SEWEKOW, DEBORAH STROYEK, LINDA
 TEER, CHRISTINE TRAPPE, and BRENDA
 TRIPICCHIO, on behalf of themselves and all
 others similarly situated, Plaintiffs-Appellants,

v.

CELLCO PARTNERSHIP, d/b/a
 VERIZON WIRELESS, and VERIZON
 COMMUNICATIONS, INC., Defendants-Respondents.

DOCKET NO. A-3639-21

|

Argued February 13, 2023

|

Decided May 1, 2023

On appeal from the Superior Court of New Jersey, Law
 Division, Middlesex County, Docket No. L-0160-22.

Attorneys and Law Firms

Stephen P. DeNittis argued the cause for appellants (DeNittis
 Osefchen Prince, PC, attorneys; Stephen P. DeNittis, Joseph
 A. Osefchen, and Shane T. Prince, on the briefs).

Jeffrey S. Jacobson argued the cause for respondents (Faegre
 Drinker Biddle & Reath LLP, Crystal Nix-Hines (Quinn
 Emanuel Urquhart & Sullivan LLP) of the California bar,
 admitted pro hac vice, Shon Morgan (Quinn Emanuel
 Urquhart & Sullivan LLP) of the California bar, admitted pro
 hac vice, and Marina E. Lev (Quinn Emanuel Urquhart &
 Sullivan LLP) of the California bar, admitted pro hac vice,
 attorneys; Crystal Nix-Hines, Shon Morgan, and Marina E.

Lev, of counsel and on the brief; Jeffrey S. Jacobson, on the
 brief).

Before Judges Gooden Brown, DeAlmeida and Mitterhoff.

Opinion

The opinion of the court was delivered by MITTERHOFF,
 J.A.D.

In this class action matter arising out of a contract dispute,
 plaintiffs appeal from a July 15, 2022 order granting
 defendants' motion to stay proceedings against Verizon and
 to compel arbitration in accordance with the arbitration
 agreement appearing in the Verizon Customer Agreement. In
 an oral opinion of the same date, the court first severed a
 limitation on damages provision from the agreement before
 enforcing the arbitration clause. Upon our de novo review,
 we hold that the arbitration agreement is unenforceable
 in its entirety as it is permeated by provisions which are
 unconscionable and violative of New Jersey public policy.
 We therefore affirm the trial judge's determination striking the
 agreement's limitation on damages, reverse the order staying
 the proceedings and compelling arbitration, and remand for
 proceedings consistent with this opinion.

We discern the following facts from the record. On February
 22, 2022, twenty-eight plaintiffs filed a proposed class
 action on behalf of themselves and all similarly situated
 former and current New Jersey Verizon Wireless customers,
 alleging that Cellco Partnership d/b/a Verizon Wireless and
 Verizon Communications, Inc. ("defendants" or "Verizon")
 had violated the Consumer Fraud Act, N.J.S.A. 56:8-1 to -227
 ("CFA"), and other statutes by failing to disclose to customers
 an "[a]dministrative [c]harge" of \$1.95 per month. On May
 13, 2022, defendants moved to compel arbitration and stay
 the proceedings, relying on the arbitration clause included in
 the customer agreement signed by each customer.

The arbitration clause at issue stated:

HOW DO I RESOLVE DISPUTES WITH VERIZON?

....

YOU AND VERIZON BOTH AGREE TO RESOLVE
 DISPUTES ONLY BY ARBITRATION OR IN SMALL
 CLAIMS COURT YOU UNDERSTAND THAT BY
 THIS AGREEMENT YOU ARE GIVING UP THE
 RIGHT TO BRING A CLAIM IN COURT OR IN FRONT
 OF A JURY.

[(emphasis in original).]

The customer agreement further required plaintiffs to notify defendants of claims within 180 days of receiving the bill; otherwise, the customer would waive the right to bring a claim. In addition, the agreement limited damages to direct damages and prohibited treble damages.

Paragraph 1 of the arbitration clause provided that the Federal Arbitration Act, 9 U.S.C. §§ 1-16 (“FAA”), applied to the agreement, and that the arbitrator would function under the terms of the American Arbitration Association (“AAA”) or the Better Business Bureau (“BBB”). Paragraph 3 prohibited class or collective arbitrations, stating in relevant part:

(3) THIS AGREEMENT DOESN'T ALLOW CLASS OR COLLECTIVE ARBITRATIONS EVEN IF THE AAA OR BBB PROCEDURES OR RULES WOULD. NOTWITHSTANDING ANY OTHER PROVISION OF THE AGREEMENT, THE ARBITRATOR MAY AWARD MONEY OR INJUNCTIVE RELIEF ONLY IN FAVOR OF THE INDIVIDUAL PARTY SEEKING RELIEF AND ONLY TO THE EXTENT NECESSARY TO PROVIDE RELIEF WARRANTED BY THAT PARTY'S INDIVIDUAL CLAIM. NO CLASS, REPRESENTATIVE OR PRIVATE ATTORNEY GENERAL OR GENERAL INJUNCTIVE RELIEF THEORIES OF LIABILITY OR PRAYERS FOR RELIEF MAY BE MAINTAINED IN ANY ARBITRATION HELD UNDER THIS AGREEMENT. ANY QUESTION REGARDING THE ENFORCEABILITY OR INTREPRETATION OF THIS PARAGRAPH SHALL BE DECIDED BY A COURT AND NOT THE ARBITRATOR.

Paragraph 6 of the arbitration clause included a bellwether provision, which provided as follows:

(6) IF [TWENTY-FIVE] OR MORE CUSTOMERS INITIATE NOTICES OF DISPUTE WITH [DEFENDANTS] RAISING SIMILAR CLAIMS, AND COUNSEL FOR THE VERIZON WIRELESS CUSTOMERS BRINGING THE CLAIMS ARE THE SAME OR COORDINATED FOR THESE CUSTOMERS, THE CLAIMS SHALL PROCEED IN ARBITRATION IN A COORDINATED PROCEEDING. COUNSEL FOR THE [CUSTOMERS] AND COUNSEL FOR [DEFENDANTS] SHALL EACH SELECT FIVE CASES TO PROCEED FIRST IN ARBITRATION IN A BELLWETHER PROCEEDING. THE REMAINING CASES SHALL NOT BE FILED IN ARBITRATION UNTIL THE FIRST TEN HAVE BEEN RESOLVED. IF THE PARTIES ARE UNABLE TO RESOLVE THE REMAINING CASES AFTER THE CONCLUSION OF THE BELLWETHER PROCEEDING, EACH SIDE MAY SELECT ANOTHER FIVE CASES TO PROCEED TO ARBITRATION FOR A SECOND BELLWETHER PROCEEDING. THIS PROCESS MAY CONTINUE UNTIL THE PARTIES ARE ABLE TO RESOLVE ALL OF THE CLAIMS, EITHER THROUGH SETTLEMENT OR ARBITRATION. A COURT WILL HAVE AUTHORITY TO ENFORCE THIS CLAUSE, AND IF NECESSARY, TO ENJOIN

MASS FILING OF ARBITRATION
DEMANDS AGAINST VERIZON.

In addition, the customer agreement contained a severability clause, which stated:

If any part of this agreement, including anything regarding the arbitration process (except for the prohibition on class arbitrations as explained ... above), is ruled invalid, that part may be removed from this agreement.

Finally, the agreement concluded with the following language:

This agreement and the documents it incorporates form the entire agreement between us. You can't rely on any other documents or on what's said by any Sales or Customer Service Representatives, and you have no other rights regarding service of this agreement.

According to AAA, the average consumer arbitration requires 6.9 months to complete. Plaintiffs' counsel, DeNittis Osefchen Prince, P.C. ("DeNittis"), represented an additional 2,537 Verizon customers who had already filed claims against defendants.¹ Based on the bellwether provision, DeNittis calculated that plaintiffs would be required to wait 145 years to file their claims, until the preceding 2,537 claims brought by plaintiffs' counsel have been arbitrated pursuant to the bellwether process.

¹ It is unclear from the record whether DeNittis represents 2,537 additional New Jersey customers or whether those customers reside in other states.

On July 15, 2022, the court conducted a hearing on defendants' motion to stay the proceeding and compel arbitration. Following oral argument, the court first struck the limitation on damages clause, and severed it from the

agreement pursuant to the severability clause, finding that it immunized defendants from paying treble damages in contravention of the CFA. However, the court upheld and enforced the remainder of the agreement, including the arbitration clause, thereby granting defendants' motion.

In reaching its decision, the court did not discuss any provision of the agreement other than the limitation on damages and severability clause but invited the parties to file a motion for reconsideration if they so desired. This appeal followed.

On appeal, plaintiffs raise the following arguments:

POINT I

THE COURT BELOW WAS CORRECT IN ITS RULING THAT THE ARBITRATION CLAUSE AT ISSUE DID NOT OVERCOME THE PRESUMPTION THAT THE COURT, NOT AN ARBITRATOR, DECIDES ISSUES OF ARBITRABILITY.

POINT II

DEFENDANTS' ARBITRATION CLAUSE IS SO PERMEATED BY PROVISIONS WHICH ARE UNCONSCIONABLE AND/OR WHICH VIOLATE NEW JERSEY PUBLIC POLICY THAT IT DEPRIVES CONSUMERS OF ANY FAIR OPPORTUNITY TO ENFORCE THEIR LEGAL RIGHTS IN ANY FORUM.

A. A Federal Court in California Recently Ruled that the Very Same Verizon Arbitration Clause at Issue in the Case at Bar Was So Filled With Unconscionable Provisions that the Entire Arbitration Clause Had to Be Declared Unenforceable and Stricken.

B. Verizon's Arbitration Clause Blatantly Violates New Jersey's Strong Public Policy of Guaranteeing Clients the Right to Retain Counsel of their Own Choosing and by Threatening Consumers with the Extinction of their Arbitration Claims if they Insist on Retaining Experienced Attorneys of their Choice.

C. The Verizon Agreement's Purported Waiver of Plaintiffs' Statutory Right to Treble Damages Under the New Jersey Consumer Fraud Act is Unconscionable and Contrary to Black Letter New Jersey Law.

D. The Clause Barring Any Consumer Claims Which Arise from Statements Not Memorialized in the Verizon Contract Itself, and Barring Customers from Using Any Evidence in Arbitration Other than the Contract Itself, Violates Statutory Rights Granted by the Consumer Fraud Act and is Therefore Unconscionable by Further Insulating Defendants from Claims.

E. The Provision Barring Claims Unless the Customer Sends Verizon A Pre-Claim Notice Within 180 Days of When the Claim Arose Violates Consumers' Statutory Rights Under the Consumer Fraud Act and New Jersey Public Policy.

F. The Attempt in Verizon's Clause to Limit the Scope of Plaintiffs' Statutory Right to Seek Injunctive Relief Under the Consumer Fraud Act is Contrary to the CFA and New Jersey Precedent and is Therefore Unconscionable.

POINT III

THE UNCONSCIONABLE PROVISIONS AND VIOLATIONS OF NEW JERSEY PUBLIC POLICY SO PERMEATE THE ENTIRE ARBITRATION SCHEME THAT THE ENTIRE CLAUSE SHOULD BE STRICKEN.

Although the trial court did not discuss a majority of the provisions at issue here, this appeal concerns a question of law—the validity of an arbitration agreement—which we review de novo. Atalese v. U.S. Legal Servs. Grp., L.P., 219 N.J. 430, 445-46 (2014); Barr v. Bishop Rosen & Co., Inc., 442 N.J. Super. 599, 605 (App. Div. 2015). In the interest of judicial economy, we find that resort to original jurisdiction is appropriate here so as “to avoid unnecessary further litigation, as ... the record is adequate to terminate the dispute and no further fact-finding ... or discretion is involved, and thus a remand [for reconsideration] would be pointless because the issue to be decided is one of law and implicates the public interest.” Price v. Himeji, LLC, 214 N.J. 263, 294 (2013) (quoting Vas v. Roberts, 418 N.J. Super. 509, 523-24 (App. Div. 2011)).

It is well-established that New Jersey courts favor arbitration, as do the federal courts. See Flanzman v. Jenny Craig, Inc., 244 N.J. 119, 133-34 (2020). In fact, this court has noted that there is a “strong public policy in our state favoring arbitration as a means of dispute resolution and requiring

a liberal construction of contracts in favor of arbitration.” Alamo Rent-A-Car, Inc. v. Galarza, 306 N.J. Super. 384, 389 (App. Div. 1997). However, the Supreme Court has “refused to enforce contracts that violate the public policy of the State” or are “inconsistent with the public interest or detrimental to the common good.” Vasquez v. Glassboro Serv. Ass'n, Inc., 83 N.J. 86, 98 (1980). With that, “an arbitration clause may be invalidated 'upon such grounds as exist at law or in equity for the revocation of any contract[.]’” Martindale v. Sandvik, Inc., 173 N.J. 76, 85 (2002) (quoting 9 U.S.C. § 2), including “generally applicable contract defenses, such as fraud, duress, or unconscionability.” Morgan v. Sanford Brown Inst., 225 N.J. 289, 304 (2016) (citing Rent-A-Ctr., W., Inc. v. Jackson, 561 U.S. 63, 68 (2010)).

At the outset, we recognize that the customer agreement at issue is a contract of adhesion, as it is “presented on a take-it-or-leave-it basis ... without opportunity for the 'adhering' party to negotiate. ...” Rudbart v. N. Jersey Dist. Water Supply Comm'n, 127 N.J. 344, 353 (1992). In determining the enforceability of a contract of adhesion, “courts must look not only to the standardized nature of the contract, 'but also to the subject matter of the contract, the parties' relative bargaining positions, the degree of economic compulsion motivating the 'adhering' party, and the public interests affected by the contract.” Martindale, 173 N.J. at 90. “[W]hen a contract is one of adhesion, the inquiry requires further analysis of unconscionability.” Rodriguez v. Raymours Furniture Co., 225 N.J. 343, 367 (2016).

Here, plaintiffs urge this court to draw guidance from the decision of the United States District Court for the Northern District of California in MacClelland v. Cellco P'ship, 609 F. Supp. 3d 1024 (N.D. Cal. 2022), given that it examined the exact same arbitration clause at issue here. There, the district court denied Verizon's motion to compel arbitration and, after reviewing each provision in turn, found that severance was inappropriate because the entire agreement was “permeated by unconscionability.” Id. at 1045. In so doing, the court reasoned:

Here, there is strong evidence that Verizon was trying to impose an “inferior forum” on its customers. First, the notice period creates a narrow six-month window in which Verizon's customers must notify Verizon of the dispute or otherwise waive their claims. Though different from a statute of limitations, as explained above, it may have the same operative effect as a practical matter. Second, the limitations of liability provision prevents Plaintiffs from recovering any punitive damages, therefore

negating a statutory right to a remedy. Third, the public injunctive relief waiver prevents Plaintiffs from raising important claims currently protected by statute. Fourth, the exculpatory provision prevents Plaintiffs from relying on information provided to them by, [e.g.], Verizon's customer service representatives even for claims such as fraud in the inducement for which an exception to the parole evidence rule has long existed. Finally, the mass arbitration provision means that many of Verizon customers will not be able to file a claim in arbitration for years and possibly ever. It can operate to effectively thwart arbitration and vindication of rights altogether.

In sum, the arbitration clause and the applicable limitations as a whole demonstrate a systematic effect to impose arbitration on a customer as an inferior forum. ... The Court reaches this conclusion based on the number of unconscionable provisions, their nature, and the overall effect which is entirely foreseeable and intended. It appears to the Court that the object of the Agreement is to force Verizon consumers into an inferior (and, in many circumstances, wholly ineffective) forum.

[(Id. at 1045-46).]

“[F]ederal court decisions, while not binding on New Jersey courts, are entitled to respectful consideration in the interests of judicial comity.” Glukowsky v. Equity One, Inc., 180 N.J. 49, 71 (2004). In fact, this court finds the MacClelland decision especially persuasive because California and New Jersey contract law are substantially similar, particularly in their application of unconscionability. See Pokorny v. Quixtar, Inc., 601 F.3d 987, 996 (9th Cir. 2010); Stelluti v. Casapenn Enters., LLC, 203 N.J. 286, 301 (2010).

Our decision in this matter is guided by MacClelland as we find its reasoning sound and the result equitable. For the following reasons, we, too, find that severance was inappropriate as the entire arbitration agreement was permeated by unconscionability.

First, we find that the bellwether provision is unconscionable on its face because it gives all decision-making power to defendants as to how long the “batching process” would continue and leaves plaintiffs without any protection to ensure that their claims would be heard in a timely manner. See Bailey v. Wyeth, Inc., 422 N.J. Super. 343, 357 (Law Div. 2008) (holding courts are empowered to find that a bellwether provision will create unnecessary delay and undue prejudice and can interfere with the administration of justice). To that

end, the customer agreement provides no time limit for how long the bellwether process could continue and fails to specify the number of cases that would need to be arbitrated before all the remaining cases would be settled. In addition, the agreement prejudices plaintiffs by failing to toll the statute of limitations while the bellwether process is underway. Despite defendants' assurance to the contrary, the only place where the statute of limitations is mentioned in the agreement is where it notes that the statute of limitations can be used as a valid defense in arbitration.

The MacClelland court specifically addressed the lack of a tolling provision in the customer agreement, stating:

The Court agrees with Plaintiffs that this provision is substantively unconscionable.

Requiring the consumers who retain counsel willing to represent them in cases such as this to wait months, more likely years before they can even submit a demand for arbitration is “unreasonably favorable” to Verizon. ... Delaying the ability of one to vindicate a legal claim by years, possibly 156 years, “conflict[s] with one of the basic principles of our legal system—justice delayed is justice denied.” ... Terms that “contravene the public interest or public policy” are substantively unconscionable. ...

In addition to the length of delay, the provision is pregnant with the risk that claims will be effectively barred when coupled with the statute of limitations. The Agreement expressly reserves Verizon's right to raise a statute of limitations defense in arbitration. ... Under the Mass Arbitration Provision, consumers may not “file” their claims in arbitration until all preceding tranches are adjudicated. Those in the queue who are not able to file within the limitations period would be forever barred. The clause contains no tolling provision. The forfeiture of entire legal rights contravenes public policy.

[MacClelland, 609 F. Supp. 3d at 1042 (emphasis in original) (internal citations omitted).]

The same concerns addressed by the MacClelland court underlie our decision here and we refuse to rely on defendants' oral assertions when interpreting the enforceability of a contractual provision.

Second, we find that the “exculpatory clause,” barring any consumer claims which arise from statements not memorialized in the contract itself and barring customers from using any evidence in arbitration other than the

contract itself, violates statutory rights granted by the CFA. Specifically, N.J.S.A. 56:8-2 protects consumers from deceptive commercial practices in connection with the sale or advertisement of merchandise, including statements by employees, invoices, and other documents, but the customer agreement purports to limit plaintiffs' claims to those contained within the four corners of the agreement.

As for this provision, the MacClelland court found that the restriction on discovery was substantively unconscionable, 609 F. Supp. 3d at 1039, which aligns with this court's precedent. See Estate of Ruszala ex rel. Mizerak v. Brookdale Living Communities, Inc., 415 N.J. Super. 272, 298 (App. Div. 2010) (finding that "discovery restrictions are arguably the most palpably egregious because they are clearly intended to thwart plaintiffs' ability to prosecute a case. ..."). Here, the discovery limitation forms an "unconscionable wall of protection" for defendants from accountability for valid consumer fraud claims and cannot stand. Id. at 299.

Finally, we find that the provision requiring customers to give defendants notice of a claim within 180 days of receiving a bill violates public policy. In Bosland v. Warnock Dodge, Inc., 197 N.J. 543 (2009), our Supreme Court explained:

Plainly, if we require plaintiffs, as a precondition to filing a complaint under the CFA, to first demand a refund, we will create a safe harbor for an offending merchant. A merchant could rely on the pre-suit refund demand requirement, boldly imposing inflated charges at no risk, and planning to refund the overcharges only when asked. Such an analysis of the CFA would limit relief by making it available only to those consumers who are alert enough to ask for a refund, while allowing the offending merchant to reap a windfall. We see in the broad remedial purposes of the CFA a strong contrary expression of public policy. We discern in the CFA a clear expression of the Legislature's intent to empower consumers who seek to secure relief for themselves and for others who may not be aware that they have been victimized. Because reading a pre-suit demand for refund requirement into the CFA would thwart those salutary purposes, we will not endorse it.

[Id. at 561.]

In discussing what is a reasonable shortening of a statute of limitations, our Supreme Court has stated:

The boundaries of what is reasonable under the general rule require that the claimant have sufficient opportunity to

investigate and file an action, that the time not be so short as to work a practical abrogation of the right of action, and that the action not be barred before the loss or damage can be ascertained.

[Eagle Fire Prot. Corp. v. First Indem. of Am. Ins. Co., 145 N.J. 345, 359 (1996) (quoting Camelot Excavating Co., Inc. v. St. Paul Fire & Marine Ins. Co., 301 N.W.2d 275, 277 Mich. (1981)).]²

MacClelland addressed this issue as follows:

[A] customer who fails to notify Verizon within the 180-day notice window ... will forfeit her right to bring suit. A short notice period (significantly shorter than the limitations period) sets a trap for the unwary. Functionally, this provision may well have the same effect as a statute of limitations in limiting the vindication of Plaintiffs' rights.

....

Although not quite as draconian as a limitation clause, the short notice provision here erects a potential trap to the unwary that may have the same effect as a short limitations period. The Court concludes that there is at least some degree of substantive unconscionability associated with the 180-day notice provision.

[MacClelland, 609 F. Supp. 3d at 1035.]

- 2 The reasonableness test in Camelot was ultimately overruled. Rory v. Cont'l Ins. Co., 703 N.W.2d 23, 30 (Mich. 2005).

Even though New Jersey permits shortening the statute of limitations for a CFA claim, we find that the provision at issue violates public policy by effectively abrogating plaintiffs' CFA claims should they fail to notify defendants within 180 days of the charge on their bill. As such, we agree with the MacClelland court that there is at least some degree of substantive unconscionability in the 180-day notification clause because of the CFA's significant emphasis on routing out consumer fraud. Bosland, 197 N.J. at 561.

Ultimately, we find that the "cumulative effect" of the various unconscionable terms renders the arbitration agreement "unenforceable for lack of mutual assent." NAACP of Camden County East v. Foulke Mgmt. Corp., 421 N.J. Super. 404, 438 (App. Div. 2011).

We affirm in part, reverse in part, and remand for proceedings consistent with this opinion. We do not retain jurisdiction.

All Citations

--- A.3d ----, 2023 WL 3160849

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Exhibit B

AMERICAN ARBITRATION ASSOCIATION

Individual Claimants,

Claimants,

vs.

Cellco Partnership dba Verizon Wireless &
Verizon

Respondent.

No. 01-22-0003-9225

ORDER

Two issues are presented in this arbitration:¹

Whether as a Process Arbitrator I have authority to determine if the Verizon Mass Arbitration Agreement complies with the Consumer Due Process Protocol

Whether the Verizon Mass Arbitration Agreement complies with the Consumer Due Process Protocol

A hearing was held on these issues on January 26, 2023, at which time both parties presented their argument through their respective counsel: Hattis & Lukacs and DeNittis Osefchen Prince, P.C. for Claimants; and Hunton Andrews Kurth LLP for Respondent Cellco Partnership (“Verizon”). I have considered the oral arguments and the parties’ excellent written submissions.

This case involves the interplay between the American Arbitration

¹This statement of the issues was agreed to by the parties.

1 Association (the “Association”) Consumer Arbitration Rules (the “Consumer
2 Rules”), the Association’s recently adopted Supplementary Rules for Multiple
3 Case Filings (the “Supplementary Rules”), and the Consumer Due Process
4 Protocol Statement of Principles (the “Protocol”). The Protocol, which lists
5 fifteen principles, is the result of deliberations of the Association’s National
6 Consumer Disputes Advisory Committee whose purpose was to propose
7 guidelines to enable parties to have a “fundamentally-fair ADR process.”
8

9 **Background**

10 The Association will administer consumer arbitrations only if they comply
11 with the Protocol. Consumer Rules R-1(d). Cell phone contracts fall within the
12 scope of the Consumer Rules. R-1(a). The Association maintains a Consumer
13 Clause Registry of arbitration agreements which it finds “materially and
14 substantially” comply with the Protocol. The Verizon Mass Arbitration Provision,
15 attached to this Order, was placed on the registry after the Association found it
16 materially and substantially complied with the Protocol. After Verizon registered
17 the Mass Arbitration Provision in 2021, the Association notified Verizon it was
18 prepared to administer arbitrations pursuant to its terms. The determination was
19 described as an “administrative review.” In 2022,² Verizon submitted a modified
20 version of the Mass Arbitration Provision, and, once again, the Association
21 determined it would administer arbitrations pursuant to that agreement as it again
22 found the Mass Arbitration Provision materially and substantially complied with
23
24

25
26 ² All dates hereafter occurred in 2022.

1 the Protocol.

2 In March, Claimants' counsel wrote to the Association questioning whether
 3 the Mass Arbitration Provision did, in fact, "substantially and materially" comply
 4 with the Protocol. The Association responded on March 25, noting the "concerns"
 5 and further explaining that in accordance with the Supplementary Rules, a
 6 "Process Arbitrator can be appointed to determine initial administrative issues
 7 such as the AAA's administrative determination involving the Due Process
 8 Protocols." On June 2, counsel for Claimants filed 2536³ individual consumer
 9 arbitrations against Verizon. On June 29, the Association, although
 10 acknowledging it could administer all of the arbitrations "at this time," explained
 11 it was bound to follow the Mass Arbitration Provision "that limits 10 cases to
 12 proceed at a time." In response to an email from Claimants' counsel stating his
 13 opinion the Mass Arbitration Provision did not comply with the Protocol and
 14 requesting appointment of a Process Arbitrator, on November 11 the Association
 15 appointed the undersigned in that capacity.

18 **The Verizon Mass Arbitration Provision**

19 The following are some of the provisions of the Mass Arbitration Provision
 20 relevant to the issues in this proceeding:

- 21 • It prohibits class or collective arbitrations
- 22 • Sixty days' notice must be given to Verizon if a consumer
 23 wishes to initiate arbitration
- 24 • If 25 or more customers initiate notices of a dispute raising
 25 similar claims, the arbitrations shall proceed in a

26 ³ Twenty-eight claims were subsequently withdrawn.

“coordinated” fashion

- Counsel for the customers and counsel for Verizon shall each select five cases to proceed in a “bellwether” proceeding; the cases are to be arbitrated individually
- The remaining cases shall not be filed in arbitration until the first ten arbitrations have been concluded
- If the remaining cases are not resolved based on the outcome of the bellwether proceedings, ten more cases will be selected, and so on, until all cases have been submitted for arbitration, ten at a time

Contentions of the Parties

Because the determination that the Mass Arbitration Provision complies with the Protocol is described by the Association as an administrative decision, Claimants contend a Process Arbitrator is empowered to revisit that determination and to further rule on the Process Arbitrator’s jurisdiction. Claimants also contend the Mass Arbitration Provision does not substantially and materially comply with the Protocol in three respects, but particularly with respect to Principle 8, “Reasonable Time Limits.” It provides in part that “ADR proceedings should occur within a reasonable time, without undue delay.”

Verizon, not surprisingly, disagrees. It points out that on two occasions the Association found the Mass Arbitration Provision complies with the Protocol, and that determination should not be set aside absent a showing of clear error.⁴ The key argument made by Verizon, however, is that the practical consequence of a determination the Mass Arbitration Provision does not comply with the Protocol will be to remove this case from arbitration and into court. This, says Verizon, is a

⁴ Nothing in the Supplementary Rules suggests a Process Arbitrator is expected to defer to, or rubber stamp, the Association’s administrative decisions.

1 decision regarding arbitrability, which cannot be made by a Process Arbitrator and
2 can only be made by a Merits Arbitrator.

3 Discussion

4 A Process Arbitrator Has Authority to Determine Whether the Mass 5 Arbitration Provision Complies with the Protocol

6 Although Verizon is correct the Association has twice determined the Mass
7 Arbitration Provision complies with the Protocol, the Association was quite clear
8 in its approval that it was making an administrative determination. For example,
9 the Association's letter to counsel for the parties on June 29 explains the
10 Association's review "is only an administrative determination by the AAA." Once
11 again, in a letter to Verizon on October 13, the Association explained that its
12 "review of the arbitration clause is only an administrative review."
13

14 Because Claimants' counsel disagreed with the determination by the
15 Association that the Mass Arbitration Provision complied with the Protocol, that
16 triggered Supplementary Rule MC-6(a). That Rule allows any party to disagree
17 with the Association's initial determination of any administrative issue. In
18 response to the objection from Claimants, the Association appointed the
19 undersigned as the Process Arbitrator whose authority includes "the power to rule
20 on the Process Arbitrator's own jurisdiction and . . . resolve any disputes over the
21 applicability" of Rule MC-6. Supplementary Rule MC-6(f). The Association
22 twice explained the question of whether the Mass Arbitration Provision complies
23 with the Protocol is an administrative issue. Because administrative issues under
24 the Supplementary Rules may be resolved conclusively and finally by a Process
25
26

1 Arbitrator, I conclude I “have the power” to rule on whether the Mass Arbitration
2 Provision complies with the Protocol.

3 Verizon disagrees that a determination by the Association that its Mass
4 Arbitration Provision does not comply with the Protocol is merely an
5 “administrative” decision. If it is determined the Mass Arbitration Provision does
6 not comply with the Protocol, “either party may choose to submit its dispute to the
7 appropriate court for resolution.” Consumer Rule R-1(d). Thus, Verizon explains
8 that such a determination could render the Claimants’ disputes not subject to
9 arbitration which Verizon describes as a ruling on arbitrability. Verizon contends
10 such a determination can only be made by a Merits Arbitrator.⁵ According to
11 Verizon, the question of arbitrability goes to the merits of the Claimants’ claims
12 and is not an administrative issue at all.

14 On this point, Verizon is mistaken—determining whether a dispute is
15 arbitrable is not the same question as determining the merits of the dispute. That
16 distinction was made clear over 25 years ago in *First Options of Chicago, Inc. v.*
17 *Kaplan*, 514 U.S. 938, 942 (1995). *E.g., ConocoPhillips, Inc. v. Local 13-0555*
18 *United Steelworkers Int’l Union*, 741 F.3d 627, 630 (5th Cir. 2014) (citing *First*
19 *Options* for the principle that determining arbitrability is different than
20 determining the merits of a dispute); *Heights at Issaquah Ridge, Owners Ass’n v.*
21

23 ⁵ Verizon is correct that Consumer Rule R-14 provides that an “arbitrator shall have the
24 power to rule on . . . the arbitrability of any claim.” But nothing about that Rule attempts
25 to distinguish between the role of a Merits Arbitrator or Process Arbitrator as described in
26 the Supplementary Rules. Although a determination that an arbitration agreement does
not comply with the Protocol **may** allow the parties to submit their dispute to court, that
is a far cry from a “ruling” on the arbitrability of the claim.

1 *Burton Landscape Group, Inc.*, 200 P.3d 254, 255 (Wash. Ct. App. 2009) (“Courts
2 resolve the threshold legal question of arbitrability of the dispute by examining the
3 arbitration agreement without inquiry into the merits of the dispute.”). Because
4 questions of arbitrability are different than questions about the merits of a dispute,
5 Verizon is mistaken in its argument that only a Merits Arbitrator can rule on
6 arbitrability. Indeed, the role of a Merits Arbitrator is “to determine the merits”
7 of the dispute. Supplementary Rules MC-7.
8

9 With the exception of *Ciccio v. SmileDirectClub, LLC*, 2 F.4th 577 (6th
10 Cir. 2021), discussed below, all of the opinions of which I am aware do not
11 prohibit the Association (and by extension a Process Arbitrator) from making
12 “administrative” decisions that cause the Association to decline administration of
13 an arbitration. For example, in *Hernandez v. MicroBilt Corp.*, 2022 WL
14 16569272, at *7 (D.N.J. Oct. 25, 2022), citing the Consumer Rules and the
15 Protocol, the court refused to compel arbitration of the class action claims. The
16 court rejected the defendant’s objection to the Association’s decision holding the
17 “Defendant . . . agreed to be bound by the processes as set forth under the AAA’s
18 rules.”
19

20 Other courts have reached a similar conclusion. *E.g., Forby v. One Techs.,*
21 *LP*, 2022 WL 2871815, at *11 (N.D.Tex. July 21, 2022) (“[B]ecause the AAA
22 declined to arbitrate her claim, Ms. Forby may now choose to submit her claim
23 before the court. . . . [T]his matter has reached the court under terms to which
24 Defendants agreed to be bound and they cannot . . . complain about enforcement
25
26

1 of the terms . . . ”); *Bedgood v. Wyndham Vacation Resorts, Inc.*, 595 F. Supp. 3d
 2 1195, 1202 (M.D.Fl. 2022) (motion to compel arbitration denied where
 3 “requesting the Court to compel arbitration would, in effect, bully the AAA to
 4 arbitrate an agreement that violates its own Consumer Due Process Rules”);
 5 *Eliasieh v. Legally Mine, LLC*, 2020 WL 1929244, at *4 (N.D.Cal. Apr. 21, 2020)
 6 (arbitration proceedings were terminated where the defendant did not follow the
 7 Association’s rules--“procedures laid out by the organization that it itself chose to
 8 administer arbitration arising under its arbitration clause”).⁶

10 Verizon takes issue with the foregoing line of cases, relying on *Ciccio v.*
 11 *SmileDirectClub*. There are several important distinctions between that case and
 12 this proceeding. First, the Consumer Rules specifically require that administration
 13 will only proceed if the Association determines an arbitration agreement complies
 14 with the Protocol. In *Ciccio*, because the Association’s Healthcare Policy
 15 Statement was not part of the Association’s arbitration rules, the court observed
 16 that an Association employee’s decision to make it applicable to the dispute
 17 represented only a “policy choice for the parties,” *id.* at 586, regarding which the
 18 court found impermissible. The court did characterize the Association’s actions as
 19 making an arbitrability determination which the court found, pursuant to the
 20 parties’ agreement, could only be made by an arbitrator. To the extent the court
 21 was correct in describing the issue as one of arbitrability, an issue the court held
 22
 23

24 ⁶ The foregoing cases answer a point made on page 12 of Verizon’s submission. Because
 25 the Mass Arbitration Provision provides disputes will be resolved by the Association,
 26 these cases explain administration by the Association includes adherence to the
 Consumer Rules which include complying with the Protocol as well.

1 must be decided by an arbitrator, by referring its administrative decision in this
 2 case to a Process Arbitrator, the Association has vested the decision, assuming it is
 3 a question of arbitrability, with a Process Arbitrator.

4 For the foregoing reasons I conclude that as the Process Arbitrator,
 5 appointed by the Association in accordance with the rules incorporated in the
 6 Mass Arbitration Provision,⁷ I have the power to determine whether it
 7 substantially and materially complies with the Protocol.
 8

9 The Mass Arbitration Provision Does Not Substantially and Materially
 10 Comply with the Due Process Protocol

11 Claimants contend the Mass Arbitration Provision does not materially and
 12 substantially comply with three Principles of the Protocol. Because I agree the
 13 Mass Arbitration Provision does not comply with Principle 8 regarding reasonable
 14 time limits, it is not necessary to consider the objections Claimants have made to
 15 the other principles. Principle 8 states that “ADR proceedings should occur within
 16 a reasonable time, without undue delay.” The Commentary to Principle 8
 17 emphasizes that a “basic requirement is that rules governing ADR establish and
 18 further the basic principle of conflict resolution within a reasonable time.” The
 19 Commentary further notes that when a “Consumer dispute involves a small
 20

21
 22 ⁷ The Mass Arbitration Provision provides for arbitration under the rules of the
 23 Association or the Better Business Bureau. The parties have agreed to arbitrate under the
 24 rules of the Association. Consumer Rule R-1 states that when “parties have provided for
 25 the AAA’s rules . . . as part of their consumer agreement, they shall be deemed to have
 26 agreed . . . the application of the AAA’s rules . . . shall be an essential term of their . . .
 agreement.” See *Attix v. Carrington Mortg. Servs., LLC*, 35 F.4th 1284, 1291 (11th Cir.
 2022) (Arbitrations that proceed under the Consumer Arbitration Rules are administered
 by the AAA . . .”).

1 amount of money and relatively straightforward issues, it is reasonable to assume
 2 that an out-of-court resolution . . . should be relatively quick.”⁸

3 The importance of timely resolution of consumer disputes has been the
 4 subject of much scholarship. As one noted author wrote:

5 Unreasonable time delays can jeopardize the fairness of arbitration.
 6 Therefore, fairness may require that measures be put in place to ensure that
 7 arbitration is being carried out in an expeditious manner. Time limits or
 8 guidelines established by the arbitration provider may help avoid
 9 unnecessary delays at each step of the arbitration process. They may also
 10 help protect against abuse of the system, wherein a party with greater
 11 money and resources might attempt to wear down the other with costly
 12 delay.

13 Thomas J. Stipanowich, *The Arbitration Fairness Index: Using a Public Rating*
 14 *System to Skirt the Legal Logjam and Promote Fairer and More Effective*
 15 *Arbitration of Employment and Consumer Disputes*, 60 U. KAN. L. REV. 985, 1053
 16 (2012); e.g., Carrie Menkel-Meadow, *Ethics Issues in Arbitration and Related*
 17 *Dispute Resolution Processes: What’s Happening and What’s Not: Appendix A*
 18 *CPR-Georgetown Commission on Ethics and Standards in ADR*, 56 U. MIAMI L.
 19 REV. 949, 993-94 (2002) (“[K]ey indicia of fair and impartial processes . . .
 20 include . . . reasonable time limits.”).

21 The Association correctly noted the Mass Arbitration Provision requires
 22 that only ten arbitrations may proceed until all demands for arbitration are

24 ⁸ Ensuring that disputes are resolved timely is a part of the ethical obligation of
 25 arbitrators. See CODE OF ETHICS FOR ARBITRATORS IN COMMERCIAL DISPUTES Canon
 26 1(F) (“An arbitrator should conduct the arbitration process so as to advance the . . .
 efficient resolution of the matters submitted for decision.”).

resolved.⁹ Is it possible that after the first ten bellwether arbitrations the parties could negotiate or mediate a resolution to all the remaining claims? Of course. To its credit, Verizon has proposed a number of measures that possibly could expedite the resolution of claims, including its commitment to mediate the remaining claims after completion of the bellwether arbitrations.¹⁰ But relying on the good faith of the parties to expedite resolution of large numbers of individual consumer claims, does not make timely resolution of those claims a requirement. Even taking at face value each party's good faith and intent to find a timely resolution of many thousands of claims, Verizon has presented no principle of law that would allow a court, or arbitrator, to ignore the clear contract language in deference to promises of cooperation.

Although no court has answered the precise question of whether the Mass Arbitration Provision complies with the Protocol, one court has reviewed the Mass Arbitration Agreement under California contract law.¹¹ In *MacClelland v. Cellco P'ship*, 2022 WL 2390997 (N.D.Cal. July 1, 2022), the court, after finding that the

⁹ Each party is to select five claims to be heard by different arbitrators. The ten hearings are to be conducted individually and not consolidated; nothing restricts each party's ability to choose which consumer claims are to be included in the initial bellwether proceeding.

¹⁰ Verizon points to *McGrath v. DoorDash, Inc.*, 2020 WL 6526129, at *10 (N.D.Cal. Nov. 5, 2020), as an example of a court which has approved the use of a bellwether process. The court recognized, however, a significant difference not available to consumers of Verizon here--"Most important, after the mediation process, a claimant can choose to opt out of the arbitration process and go back to court"

¹¹ Verizon is correct that one other court has reached a different conclusion, rejecting a claim that Verizon's Mass Arbitration Provision was unconscionable. However, the cryptic ruling of the Middlesex County New Jersey Superior Court makes it difficult to evaluate the court's reasoning. *Achey v. Cellco P'ship*, No. MID-L-0-160-22 (N.J. Super. Ct. Law Div. July 15, 2022).

1 Mass Arbitration Provision was a contract of adhesion, went on to consider
2 whether it was substantively unconscionable.¹² Substantive unconscionability
3 under California law examines the fairness of an adhesion contract's terms. *OTO*,
4 *L.L.C. v. Kho*, 447 P.3d 680, 692 (Cal. 2019). The *MacClelland* court found the
5 Mass Arbitration Provision substantively unconscionable in a number of respects,
6 and, apropos to this case, specifically with regard to the prospect of delay in
7 resolving the several thousand claims brought in that case. Commenting on the
8 requirement that only ten cases may be heard at one time, the court observed that
9 “[d]elaying the ability of one to vindicate a legal claim by years . . . ‘conflict[s]
10 with one of the basic principles of our legal system—justice delayed is justice
11 denied.’” 2022 WL 2390997 at *12 (citation omitted).

12
13 Although the court did not address the Consumer Rules, it did discuss the
14 Mass Arbitration Provision’s relationship to the Supplementary Rules. The court
15 held the Mass Arbitration Provision “stands in stark contrast” to the
16 Supplementary Rules which were developed by the Association to “provide parties
17 . . . with an efficient and economical path toward the resolution of multiple
18 individual disputes.” *Id.* at *14. In describing the salutary purpose of the
19 Supplementary Rules, the court held:
20
21
22
23

24 ¹² I understand the definition of substantive unconscionability is not the same in every
25 state. Whether the *MacClelland* case is the final word on the issue of unconscionability
26 remains to be seen. However, the court’s comments regarding the anticipated delays in
resolving individual claims supports my conclusion that the Mass Arbitration Provision
does not meet the test of reasonableness as required by the Protocol.

1 The Supplementary Rules do not require that a party wait a set amount of
 2 time before initiating a demand for arbitration. Nor do they require that
 arbitrations proceed in tranches.

3 *Id.* Although the question of unconscionability is not before me,¹³ the court's
 4 focus on the delay associated with conducting arbitrations under the Mass
 5 Arbitration Provision confirms my opinion that it does not "materially and
 6 substantially" comply with Principle 8 of the Protocol. Stated simply, the prospect
 7 of many years delay in the resolution of thousands of consumer disputes with
 8 Verizon does not meet the test of reasonableness as required by the Protocol. That
 9 is so because: (1) a core purpose of the Protocol is to promote the timely
 10 resolution of consumer disputes; and (2) as confirmed by the *MacClelland* court,¹⁴
 11 the Mass Arbitration Agreement by its unambiguous language would result in
 12 extraordinary delays in the resolution of mass claims brought against Verizon.
 13

14 **Conclusion**

15 Verizon points out it submitted the Mass Arbitration Provision to the
 16 Association relying on the Association's approval before including it in contracts
 17 with consumers. If a determination is made the Mass Arbitration Provision does
 18 not comply with the Protocol, Verizon claims it will have been misled by its
 19 reliance on the initial determinations made by the Association. There are several
 20 reasons why that isn't the case. First, in the Association's communications with
 21

23 ¹³ Although Claimants' objections to the Mass Arbitration Provision certainly sound as if
 24 Claimants are complaining it is unconscionable, the only determination made in this
 25 Order is that the Mass Arbitration Provision does not comply with Principle 8 of the
 Protocol. No determination is being made whether the Provision is unconscionable.

26 ¹⁴ The court's analysis of how the Mass Arbitration Provision would be implemented is
 completely separate from its legal characterization of the Provision as unconscionable.

1 Verizon it repeatedly pointed out its administrative determination “cannot be
2 relied upon or construed as a legal opinion or advice regarding the enforceability
3 of the arbitration clause.”¹⁵ Second, by providing in the Mass Arbitration
4 Provision for administration by the Association, Verizon agreed to arbitrate under
5 the rules of the Association which include the Consumer Rules, R-1, and the
6 Supplementary Rules, MC-1. These rules specifically authorize a Process
7 Arbitrator to redetermine any administrative decision made by the Association.
8

9 Thus, Verizon should reasonably have expected that the Association’s
10 administrative decision regarding whether the Mass Arbitration Provision
11 complies with the Protocol was subject to review in accordance with the
12 Supplementary Rules. However, if my ruling results in the Association declining
13 to administer arbitrations under the Mass Arbitration Provision, disputes that
14 would fall under its terms may wind up in court, and not in arbitration. Whether
15 Verizon’s expectations were reasonable or not, that is undoubtedly not what
16 Verizon intended.
17

18 Is there a practical solution at this point? I think so. It is not uncommon in
19 a contract of adhesion for the stronger party to reserve the right to modify the
20 contract, and the arbitration provisions in particular. Indeed, that is what Verizon
21

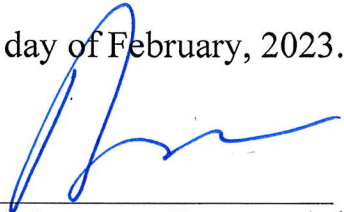
22
23 ¹⁵ Moreover, in its December 8, 2021, letter to Verizon, the Association wrote:

24 This letter is not a contract, promise and/or agreement to provide any services
25 pursuant to the Verizon consumer arbitration clause and should not be construed
26 as an opinion or assurance of the legal enforceability of the arbitration
agreements. The AAA further reserves the right to decline administration of
cases under the Verizon arbitration agreement in the future due to changes in the
state of existing law and/or changes in AAA policies, rules and procedures.

1 has done. Verizon reserves the right to change the Wireless Customer Agreement,
2 and specifically with respect to the arbitration agreement, it may change those
3 terms except for the resolution of disputes that arose before the change.¹⁶
4 Presumably, Verizon could amend the Mass Arbitration Provision for existing
5 customers to remove the objection to Principle 8 of the Protocol. This would
6 enable the Association, consistent with its practice, to administer arbitrations with
7 Verizon. *See generally* Christopher R. Drahozal & Samantha Zyontz, *Private*
8 *Regulation of Consumer Arbitration*, 79 TENN. L. REV. 289, 309-10, 332 (2012).
9

10 In summary, I have concluded that under the Supplementary Rules I have
11 the authority to determine whether the Mass Arbitration Agreement complies with
12 the Protocol. I also have concluded it does not comply with Principle 8. Nothing
13 about this ruling is intended, however, to deprive the Association of its customary
14 practice of asking a registrant to either waive the offending provision or revise it to
15 bring the clause into compliance with the Protocol.
16

17 DATED this 22nd day of February, 2023.

18 
19 _____
20 Bruce E. Meyerson, Process Arbitrator
21
22
23
24
25 _____

26 ¹⁶ I express no opinion whether such a solution would apply to the present dispute.

any information (like pictures) that gets lost or deleted if we work on your device. If another wireless carrier is involved in any problem (for example, while you're roaming), you also agree to any limitations of liability that it imposes.

HOW DO I RESOLVE DISPUTES WITH VERIZON?

WE HOPE TO MAKE YOU A HAPPY CUSTOMER, BUT IF THERE'S AN ISSUE THAT NEEDS TO BE RESOLVED, THIS SECTION OUTLINES WHAT'S EXPECTED OF BOTH OF US.

YOU AND VERIZON BOTH AGREE TO RESOLVE DISPUTES ONLY BY ARBITRATION OR IN SMALL CLAIMS COURT, AS DISCUSSED BELOW. YOU UNDERSTAND THAT BY THIS AGREEMENT YOU ARE GIVING UP THE RIGHT TO BRING A CLAIM IN COURT OR IN FRONT OF A JURY. WHILE THE PROCEDURES IN ARBITRATION MAY BE DIFFERENT, AN ARBITRATOR CAN AWARD YOU THE SAME DAMAGES AND RELIEF, AND MUST HONOR THE SAME TERMS IN THIS AGREEMENT, AS A COURT WOULD. IF THE LAW ALLOWS FOR AN AWARD OF ATTORNEYS' FEES, AN ARBITRATOR CAN AWARD THEM TOO. THE SAME DEFENSES ARE ALSO AVAILABLE TO BOTH PARTIES AS WOULD BE AVAILABLE IN COURT, INCLUDING ANY APPLICABLE STATUTE OF LIMITATIONS. WE ALSO BOTH AGREE THAT:

(1) THE FEDERAL ARBITRATION ACT APPLIES TO THIS AGREEMENT. EXCEPT FOR SMALL CLAIMS COURT CASES, ANY DISPUTE THAT IN ANY WAY RELATES TO OR ARISES OUT OF THIS AGREEMENT, OR FROM ANY EQUIPMENT, PRODUCTS AND SERVICES YOU RECEIVE FROM US, OR FROM ANY ADVERTISING FOR ANY SUCH PRODUCTS OR SERVICES, OR FROM OUR EFFORTS TO COLLECT AMOUNTS YOU MAY OWE US FOR SUCH PRODUCTS OR SERVICES, INCLUDING ANY DISPUTES YOU HAVE WITH OUR EMPLOYEES OR AGENTS, WILL BE RESOLVED BY ONE OR MORE NEUTRAL ARBITRATORS BEFORE THE AMERICAN ARBITRATION ASSOCIATION ("AAA") OR BETTER BUSINESS BUREAU ("BBB"). YOU CAN ALSO BRING ANY ISSUES YOU MAY HAVE TO THE ATTENTION OF FEDERAL, STATE OR LOCAL GOVERNMENT AGENCIES, AND IF THE LAW ALLOWS, THEY CAN SEEK RELIEF AGAINST US FOR YOU. THIS AGREEMENT TO ARBITRATE CONTINUES TO APPLY EVEN AFTER YOU HAVE STOPPED RECEIVING SERVICE FROM US.

(2) UNLESS YOU AND VERIZON AGREE OTHERWISE, THE ARBITRATION WILL TAKE PLACE IN THE COUNTY OF YOUR BILLING ADDRESS. FOR CLAIMS OVER \$10,000, THE AAA'S CONSUMER ARBITRATION RULES WILL APPLY. FOR CLAIMS OF \$10,000 OR LESS, THE PARTY BRINGING THE CLAIM CAN CHOOSE EITHER THE AAA'S CONSUMER ARBITRATION RULES OR THE BBB'S RULES FOR BINDING ARBITRATION. YOU CAN GET PROCEDURES, RULES AND FEE INFORMATION FROM THE AAA (WWW.ADR.ORG), THE BBB (WWW.BBB.ORG) OR FROM US. FOR CLAIMS OF \$10,000 OR LESS, YOU CAN CHOOSE WHETHER YOU'D LIKE THE ARBITRATION CARRIED OUT BASED ONLY ON DOCUMENTS SUBMITTED TO THE ARBITRATOR, OR BY A HEARING IN PERSON OR BY PHONE. ALTERNATIVELY, FOR CLAIMS WITHIN THE JURISDICTIONAL LIMIT OF THE SMALL CLAIMS COURT IN THE STATE ENCOMPASSING YOUR BILLING ADDRESS, EITHER YOU OR VERIZON CAN CHOOSE TO BRING AN INDIVIDUAL ACTION IN SMALL CLAIMS COURT INSTEAD OF PROCEEDING IN ARBITRATION; FURTHERMORE, IF THE CLAIMS IN ANY REQUEST OR DEMAND FOR ARBITRATION COULD HAVE BEEN BROUGHT IN SMALL CLAIMS COURT, THEN EITHER YOU OR VERIZON MAY CHOOSE TO HAVE THE CLAIMS HEARD IN SMALL CLAIMS COURT, RATHER THAN IN ARBITRATION, AT ANY TIME BEFORE THE ARBITRATOR IS APPOINTED, BY NOTIFYING THE OTHER PARTY OF THAT CHOICE IN WRITING. IF THIS PROVISION OR THE LIMITATION ON BRINGING ACTIONS TO SMALL CLAIMS COURT IS FOUND TO BE INVALID, THEN THIS PROVISION SHALL BE SEVERABLE AND THE MATTER WILL PROCEED IN ARBITRATION; IN NO WAY WILL THIS PROVISION ALLOW FOR AN ACTION TO BE BROUGHT ON A CLASS OR COLLECTIVE BASIS.

(3) THIS AGREEMENT DOESN'T ALLOW CLASS OR COLLECTIVE ARBITRATIONS EVEN IF THE AAA OR BBB PROCEDURES OR RULES WOULD. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, THE ARBITRATOR MAY AWARD MONEY OR INJUNCTIVE RELIEF ONLY IN FAVOR OF THE INDIVIDUAL PARTY SEEKING RELIEF AND ONLY TO THE EXTENT NECESSARY TO PROVIDE RELIEF WARRANTED BY THAT PARTY'S INDIVIDUAL CLAIM. NO CLASS, REPRESENTATIVE OR PRIVATE ATTORNEY GENERAL OR GENERAL INJUNCTIVE RELIEF THEORIES OF LIABILITY OR PRAYERS FOR RELIEF MAY BE MAINTAINED IN ANY ARBITRATION HELD UNDER THIS AGREEMENT. ANY QUESTION REGARDING THE ENFORCEABILITY OR INTERPRETATION OF THIS PARAGRAPH SHALL BE DECIDED BY A COURT AND NOT THE ARBITRATOR.

(4) IF EITHER OF US INTENDS TO SEEK ARBITRATION UNDER THIS AGREEMENT, THE PARTY SEEKING ARBITRATION MUST FIRST NOTIFY THE OTHER PARTY OF THE DISPUTE IN WRITING AT LEAST 60 DAYS IN ADVANCE OF INITIATING THE ARBITRATION. NOTICE TO VERIZON SHOULD BE SENT TO VERIZON WIRELESS DISPUTE RESOLUTION MANAGER, ONE VERIZON WAY, BASKING RIDGE, NJ 07920. THE NOTICE MUST INCLUDE ENOUGH INFORMATION TO ALLOW US TO IDENTIFY YOUR ACCOUNT AS WELL AS TO ASSESS AND ATTEMPT TO RESOLVE YOUR CLAIM, INCLUDING THE NAME OF THE VERIZON WIRELESS ACCOUNT HOLDER, THE MOBILE TELEPHONE NUMBER AT ISSUE, A DESCRIPTION OF THE CLAIM, THE SPECIFIC FACTS SUPPORTING THE CLAIM, THE DAMAGES YOU CLAIM TO HAVE SUFFERED AND THE RELIEF YOU ARE SEEKING. THE NOTICE REQUIREMENT IS DESIGNED TO ALLOW VERIZON TO MAKE A FAIR, FACT-BASED OFFER OF SETTLEMENT IF IT CHOOSES TO DO SO. YOU CANNOT PROCEED TO ARBITRATION UNLESS YOU PROVIDE THIS INFORMATION. YOU MAY CHOOSE TO BE REPRESENTED BY AN ATTORNEY OR OTHER PERSON AS PART OF THIS PROCESS, BUT IF YOU DO YOU MUST SUBMIT A LETTER OR THE FORM AVAILABLE AT THIS LINK AUTHORIZING US TO DISCUSS YOUR ACCOUNT INFORMATION WITH THIS ATTORNEY OR OTHER PERSON. THE SUFFICIENCY OF THIS NOTICE IS AN ISSUE TO BE DECIDED BY A COURT PRIOR TO THE FILING OF ANY DEMAND FOR ARBITRATION. IF YOU HAVE PROVIDED THIS INFORMATION AND WE ARE UNABLE TO RESOLVE OUR DISPUTE WITHIN 60 DAYS, EITHER PARTY MAY THEN PROCEED TO FILE A CLAIM FOR ARBITRATION. WE'LL REIMBURSE ANY FILING FEE THAT THE AAA OR BBB CHARGES YOU FOR ARBITRATION OF THE DISPUTE AT THE CONCLUSION OF THE ARBITRATION IF YOU FULLY PARTICIPATE IN THE PROCEEDING. WE'LL ALSO PAY ANY ADMINISTRATIVE AND ARBITRATOR FEES CHARGED BY THE ARBITRATION TRIBUNAL. IF THE ARBITRATOR DETERMINES THAT YOUR CLAIM WAS FILED FOR PURPOSES OF HARASSMENT OR IS PATENTLY FRIVOLOUS, THE ARBITRATOR WILL REQUIRE YOU TO REIMBURSE VERIZON FOR ANY FILING, ADMINISTRATIVE OR ARBITRATOR FEES ASSOCIATED WITH THE ARBITRATION.

(5) WE MAY, BUT ARE NOT OBLIGATED TO, MAKE A WRITTEN SETTLEMENT OFFER ANYTIME BEFORE THE ARBITRATION HEARING. THE AMOUNT OR TERMS OF ANY SETTLEMENT OFFER MAY NOT BE DISCLOSED TO THE ARBITRATOR UNTIL AFTER THE ARBITRATOR ISSUES AN AWARD ON THE CLAIM. IF YOU DON'T ACCEPT THE OFFER AND THE ARBITRATOR AWARDS YOU AN AMOUNT OF MONEY THAT'S MORE THAN OUR OFFER BUT LESS THAN \$5,000, OR IF WE DON'T MAKE YOU AN OFFER, AND THE ARBITRATOR AWARDS YOU ANY AMOUNT OF MONEY BUT LESS THAN \$5,000, THEN WE AGREE TO PAY YOU \$5,000 INSTEAD OF THE AMOUNT AWARDED. IN THAT CASE WE ALSO AGREE TO PAY ANY REASONABLE ATTORNEYS' FEES AND EXPENSES, REGARDLESS OF WHETHER THE LAW REQUIRES IT FOR YOUR CASE. IF THE ARBITRATOR AWARDS YOU MORE THAN \$5,000, THEN WE WILL PAY YOU ONLY THAT AMOUNT.

(6) IF 25 OR MORE CUSTOMERS INITIATE NOTICES OF DISPUTE WITH VERIZON WIRELESS RAISING SIMILAR CLAIMS, AND COUNSEL FOR THE VERIZON WIRELESS CUSTOMERS BRINGING THE CLAIMS ARE THE SAME OR COORDINATED FOR THESE CUSTOMERS, THE CLAIMS SHALL PROCEED IN ARBITRATION IN A COORDINATED PROCEEDING. COUNSEL FOR THE VERIZON WIRELESS CUSTOMERS AND COUNSEL FOR VERIZON WIRELESS SHALL EACH SELECT FIVE CASES TO PROCEED FIRST IN ARBITRATION IN A BELLWETHER PROCEEDING. THE REMAINING CASES SHALL NOT BE FILED IN ARBITRATION UNTIL THE FIRST TEN HAVE BEEN RESOLVED. IF THE PARTIES ARE UNABLE TO RESOLVE THE REMAINING CASES AFTER THE CONCLUSION OF THE BELLWETHER PROCEEDING, EACH SIDE MAY SELECT ANOTHER FIVE CASES TO PROCEED TO ARBITRATION FOR A SECOND BELLWETHER PROCEEDING. THIS PROCESS MAY CONTINUE UNTIL THE PARTIES ARE ABLE TO RESOLVE ALL OF THE CLAIMS, EITHER THROUGH SETTLEMENT OR ARBITRATION. A COURT WILL HAVE AUTHORITY TO ENFORCE THIS CLAUSE AND, IF NECESSARY, TO ENJOIN THE MASS FILING OF ARBITRATION DEMANDS AGAINST VERIZON.

(7) AN ARBITRATION AWARD AND ANY JUDGMENT CONFIRMING IT APPLY ONLY TO THAT SPECIFIC CASE; IT CAN'T BE USED IN ANY OTHER CASE EXCEPT TO ENFORCE THE AWARD ITSELF.

(8) IF FOR SOME REASON THE PROHIBITION ON CLASS ARBITRATIONS SET FORTH IN SUBSECTION (3) CANNOT BE ENFORCED AS TO ALL OR PART OF A DISPUTE, THEN THE AGREEMENT TO ARBITRATE WILL NOT APPLY TO THAT DISPUTE OR PART OF THE DISPUTE.

(9) IF FOR ANY REASON A CLAIM PROCEEDS IN COURT RATHER THAN THROUGH ARBITRATION, YOU AND VERIZON AGREE THAT THERE WILL NOT BE A JURY TRIAL. YOU AND VERIZON UNCONDITIONALLY WAIVE ANY RIGHT TO TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTERCLAIM ARISING OUT OF OR RELATING TO THIS AGREEMENT IN ANY WAY. IN THE EVENT OF LITIGATION, THIS PARAGRAPH MAY BE FILED TO SHOW A WRITTEN CONSENT TO A TRIAL BY THE COURT.

About this Agreement

If either you or we don't enforce our rights under this agreement in one instance, that doesn't mean you or we won't or can't enforce those rights in any other instance. You cannot assign this Agreement or any of your rights or duties under it without our permission. However, we may assign this Agreement or any debt you owe us without notifying you. If you're a Postpay customer, please note that many notices we send to you will show up as messages on your monthly bill. If you have online billing, those notices will be deemed received by you when your online bill is available for viewing. If you get a paper bill, those notices will be deemed received by you three days after we mail the bill to you. If we send other notices to you, they will be considered received immediately if we send them to your wireless device, or to any email or fax number you've given us, or after three days if we mail them to your billing address. If you need to send notices to us, please send them to the customer service address on your latest bill.

If you're a Prepaid customer and we send notices to you, they will be considered received immediately if we send them to your wireless device or to any email you've given us, or if we post them as a precall notification on your Service, or after three days if we mail them to the most current address we have for you. If you need to send notices to us, please send them to the Customer Service Prepaid address at [verizon.com/contactus](https://www.verizon.com/contactus).

If any part of this agreement, including anything regarding the arbitration process (except for the prohibition on class arbitrations as explained in part 8 of the dispute resolution section above), is ruled invalid, that part may be removed from this agreement.

This agreement and the documents it incorporates form the entire agreement between us. You can't rely on any other documents, or on what's said by any Sales or Customer Service Representatives, and you have no other rights regarding Service or this agreement. This Agreement isn't for the benefit of any third party except our parent companies, affiliates, subsidiaries, agents, and predecessors and successors in interest. Except where we've agreed otherwise elsewhere in this agreement, this agreement and any disputes covered by it are governed by federal law and the laws of the state encompassing the area code of your wireless phone number when you accepted this agreement, without regard to the conflicts of laws and rules of that state.

Updated October 20, 2021

Exhibit C

My Verizon Wireless Customer Agreement

Customer Agreement

(Para una copia de este documento en español, visite nuestro sitio web: espanol.verizon.com)

Thanks for choosing Verizon. In this Customer Agreement ("Agreement"), you'll find important information about your wireless Service, including:

- Our ability to make changes to your Service or this Agreement's terms.
- Our liability if things don't work as planned and how any disputes between us must be resolved in arbitration or small claims court.

My Service

Your Service terms and conditions are part of this Agreement. Your Plan includes your monthly allowances and features, where you can use them (your "Coverage Area"), and their monthly and pay-per-use charges. You can also subscribe to several Optional Services, like international service plans or equipment protection services. Together, your Plan, features you use and any Optional Services you select are your Service. Your billing and shipping addresses, and your primary place of use, must be within the areas served by the network Verizon owns and operates. The current version of this Agreement and the terms and conditions for your Service are available online at verizon.com. A description of permitted and prohibited uses for calling and Data Services is available online at verizon.com/support/important-plan-information or for prepaid at verizon.com/support/prepaid-customer-info-legal.

By using the Service, you are agreeing to every provision of this Agreement, any applicable terms and conditions for your Service, and the terms described in the Important Plan Information, whether or not you have read them. This Agreement also applies to all lines on your account and anyone who uses your Service.

Cancellation

You can cancel a line of Service within 30 days of accepting this Agreement without having to pay an early termination fee as long as you return, within the applicable return period, any equipment you purchased from us or one of our authorized retailers at a discount in connection with your acceptance of this Agreement, but you'll still have to pay for your Service through that date. If you signed up for Prepaid Service, no refunds will be granted after 30 days or if your account has been activated. See verizon.com/support/return-policy/ for complete details and information on returning your equipment.

My privacy

Accepting this Agreement means that you also agree to our Privacy Policy, available at verizon.com/privacy, which may be updated from time to time and describes the information we collect, how we use and share it, and the choices you have about how certain information is used and shared. We will notify you or ask for your permission, as appropriate, if we plan to use your information for additional purposes. It is your responsibility to let the people who connect devices through your mobile hotspot, Jetpack, or wireless router know that we will collect, use and share information about their device and use of the Service as described in our Privacy Policy.

If you subscribe to Service for which usage charges are billed at the end of the billing period ("Postpay Service"), or have a device payment installment agreement, we may investigate your credit history at any time in connection with the service subscription or device payment installment agreement. If you'd like the name and address of any credit agency that gives us a credit report about you, just ask.



Many services and applications offered through your device may be provided by third parties. When you access and use third-party services, including third-party services which Verizon may make available as part of or in connection with your Verizon Service, you are subject to the terms of service and privacy policy issued by those third-party providers when using their services. You should review their applicable terms and privacy policy before you use, link to or download a service or application provided by a third party.

You agree that Verizon and collections agencies that work on our behalf may contact you about your account status, including past-due or current charges, using prerecorded calls, email and calls or messages delivered by an automatic telephone dialing system to any wireless phone number, other contact number or email address you provide. Verizon will treat any email address you provide as your private email that is only accessible by you; you acknowledge that we may send you receipts, notices and other documents regarding your service to this email address. Unless you notify us that your wireless service is based in a different time zone, calls will be made to your cellular device during permitted calling hours based upon the time zone affiliated with the mobile telephone number you provide.

What happens if my Postpay Service is canceled before the end of my contract term?

If you're signing up for Postpay Service, you're agreeing to subscribe to a line of Service either on a month-to-month basis or for a minimum contract term, as shown on your receipt or order confirmation. (If your Service is suspended without billing or at a reduced billing rate, that time doesn't count toward completing your contract term.) Once you've completed your contract term, you'll automatically become a customer on a month-to-month basis for that line of Service. **If your line of service has a contract term and you cancel that line, or if we cancel it for good cause, during that contract term, you'll have to pay an early termination fee.** If your contract term results from your purchase of an advanced device, your early termination fee will be \$350, which will decline by \$10 per month upon completion of months 7 – 17, \$20 per month upon completion of months 18 – 22, \$60 upon completion of month 23 and will be \$0 upon completion of the contract term. For other contract terms, your early termination fee will be \$175, which will decline by \$5 per month upon completion of months 7 – 17, \$10 per month upon completion of months 18 – 22, \$30 upon completion of month 23 and will be \$0 upon completion of your contract term.

Cancellations will become effective on the last day of that month's billing cycle, and you are responsible for all charges incurred until then. Also, if you bought your wireless device from an authorized agent or third-party vendor, you should check whether it charges a separate termination fee.

If you purchased a device on a monthly installment agreement and cancel service, you should check that agreement to determine if you may have to immediately pay off the balance.

Your mobile number and porting

You may be able to transfer, or "port," your wireless phone number to another carrier. If you port a number from us, we'll treat it as though you asked us to cancel your Service for that number. After the porting is completed, you won't be able to use our service for that number, but you'll remain responsible for all fees and charges through the end of that billing cycle, just like any other cancellation. If you're a Prepaid customer, you won't be entitled to a refund of any balance on your account. If you port a number to us, please be aware that we may not be able to provide some services right away, such as 911 location services. You don't have any rights to your wireless phone number, except for any right you may have to port it. After a line of service is disconnected, for any reason, the disconnected Mobile Telephone Number (MTN) may not be suspended or otherwise reserved and may not be able to be recovered.

Can I have someone else manage my Postpay account?

No problem – just tell us by phone, in person or in writing. You can appoint someone to manage your Postpay account. The person you appoint (the Account Manager) will be able to make changes to your account, including adding new lines of Service, buying a new wireless device(s) on a device payment agreement based upon your credit history, billing certain services and accessories to your account, and extending your contract term. Any changes that person makes will be treated as modifications to this Agreement.

Can Verizon change this Agreement or my Service?

We may change prices or any other term of your Service or this Agreement at any time, but we'll provide notice first, including written notice if you have Postpay Service. If you use your Service after the change takes effect, that means you're accepting the change. If you're a Postpay customer and a change to your Plan or this Agreement has a material adverse effect on you, you can cancel the line of Service that has been affected within 60 days of receiving the notice with no early termination fee if we fail to negate the change after you

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notify us of your objection to it. Notwithstanding this provision, if we make any changes to the dispute resolution provision of this Agreement, such changes will not affect the resolution of any disputes that arose before such change.

My wireless device

Your wireless device must comply with Federal Communications Commission regulations, be certified for use on our network and be compatible with your Service. Please be aware that we may change your wireless device's software, applications or programming remotely, without notice. This could affect your stored data, or how you've programmed or use your wireless device. By activating Service that uses a SIM (Subscriber Identity Module) card, you agree we own the intellectual property and software in the SIM card, that we may change the software or other data in the SIM card remotely and without notice, and we may utilize any capacity in the SIM card for administrative, network, business and/or commercial purposes. In order to mitigate theft and other fraudulent activity, newly purchased devices may be locked to work exclusively on the Verizon Network for 60 days. For more information, visit verizon.com/support/device-unlocking-policy.

Internet access

If you download or use applications, services or software provided by third parties (including voice applications), 911 or E911, or other calling functionality, may work differently than services offered by us or may not work at all. Please review all terms and conditions of such third-party products. Verizon Wireless is not responsible for any third-party information, content, applications or services you access, download or use on your device. You are responsible for maintaining virus and other internet security protections when accessing these third-party products or services. For additional information, visit the Verizon Content Policy at verizon.com/about/our-company/company-policies. To learn about content filtering and how you may block materials harmful to minors, visit verizon.com/solutions-and-services/content-filters/. For information about our network management practices for our broadband internet access services, visit verizon.com/about/our-company/open-internet.

Where and how does Verizon wireless Service work?

Wireless devices use radio transmissions, so unfortunately you can't get Service if your device isn't in range of a transmission signal. And please be aware that even within your Coverage Area, many things can affect the availability and quality of your Service, including network capacity, your device, terrain, buildings, foliage and weather.

How does Verizon calculate my charges?

You agree to pay all access, usage and other charges that you or any other user of your wireless device incurred. If multiple wireless devices are associated with your account, you agree to pay all charges incurred by users of those wireless devices. For charges based on the amount of time used or data sent or received, we'll round up any fraction to the next full minute or, depending on how you're billed for data usage, the next full megabyte or gigabyte. For outgoing calls, usage time starts when you first press **Send** or the call connects to a network, and for incoming calls, it starts when the call connects to a network (which may be before it rings). Usage time may end several seconds after you press **End** or after the call disconnects. For calls made on our network, we charge only for calls that are answered, including by machines. For Postpay Service, usage cannot always be processed right away and may be included in a later bill, but the usage will still count toward your allowance for the month when the Service was used.

What charges are set by Verizon?

Our charges may also include Federal Universal Service, Regulatory and Administrative Charges, and we may also include other charges related to our governmental costs. We set these charges; they aren't taxes, they aren't required by law, they are not necessarily related to anything the government does, they are kept by us in whole or in part, and the amounts and what they pay for may change. For more information, visit verizon.com/support/surcharges/.

Government taxes, fees and surcharges

You must pay all taxes, fees and surcharges set by federal, state and local governments. Please note that we may not always be able to notify you in advance of changes to these charges.

What is roaming?

You're "roaming" whenever your wireless device connects to a network outside your Coverage Area or connects to another carrier's network, which could happen even within your Coverage Area. There may be higher rates or extra charges (including charges for long distance, tolls or calls that don't connect), and your data service may be limited or slowed when roaming.

How can I prevent unintended charges on my bill or block spam calls?

Many services and applications are accessible on or through wireless devices, including purchases of games, movies, music and other content. Some of these services are provided by Verizon. Others are provided by third parties that may offer the option to bill the charges to your Verizon bill or other methods of payment. Charges may be one-time or recurring. The amount and frequency of the charges will be disclosed to you or the person using your device or a device associated with your account at the time a purchase is made. If the purchaser chooses to have the charges billed to your account, such charges will become part of the amount due for that billing cycle. Verizon offers tools to block or restrict these services, and to block all billing for third-party services on your Verizon wireless bill, at verizon.com/myverizon. We do not support calls to 900, 976 and certain other international premium rate numbers.

Verizon automatically blocks in the network many calls that are highly likely to be illegal, such as calls from telephone numbers that are not authorized to make outbound calls. Additionally, your Service includes access to optional blocking tools for unwanted robocalls through our Call Filter service to which you may be auto-enrolled. This service sends to voicemail many calls we determine to be high-risk spam, but you can adjust your spam filter preferences to block more or less calls. Visit verizon.com/about/responsibility/robocalls for more info.

How and when can I dispute charges?

If you're a Postpay customer, you can dispute your bill within 180 days of receiving it, but unless otherwise provided by law or unless you're disputing charges because your wireless device was lost or stolen, you still have to pay all charges until the dispute is resolved. If you're a Prepaid customer, you can dispute a charge within 180 days of the date the disputed charge was incurred. **YOU MAY CALL US TO DISPUTE CHARGES ON YOUR BILL OR ANY SERVICE(S) FOR WHICH YOU WERE BILLED, BUT IF YOU WISH TO PRESERVE YOUR RIGHT TO BRING AN ARBITRATION OR SMALL CLAIMS CASE REGARDING SUCH DISPUTE, YOU MUST WRITE TO US AT THE CUSTOMER SERVICE ADDRESS ON YOUR BILL, OR SEND US A COMPLETED NOTICE OF DISPUTE FORM (AVAILABLE AT VERIZON.COM), WITHIN THE 180-DAY PERIOD MENTIONED ABOVE. IF YOU DO NOT NOTIFY US IN WRITING OF SUCH DISPUTE WITHIN THE 180-DAY PERIOD, YOU WILL HAVE WAIVED YOUR RIGHT TO DISPUTE THE BILL OR SUCH SERVICE(S) AND TO BRING AN ARBITRATION OR SMALL CLAIMS CASE REGARDING ANY SUCH DISPUTE.**

What are my rights for dropped calls or interrupted Service?

If you drop a call in your Coverage Area, redial. If it's answered within 5 minutes, call us within 90 days if you're a Postpay customer or within 45 days if you're a Prepaid customer, and we'll give you a 1-minute airtime credit. If you're a Postpay customer and you lose Service in your Coverage Area for more than 24 hours in a row and we're at fault, call us within 180 days and we'll give you a credit for the time lost. Please be aware that these are your only rights for dropped calls or interrupted Service.

Billing and payments

If you're a Postpay customer and we don't get your payment on time, we will charge you a late fee of up to 1.5% per month (18% per year) on the unpaid balance, or a flat \$5 per month, whichever is greater, if allowed by law in the state of your billing address. (If you choose to have your Service billed by another company [pursuant to a Verizon-approved program], late fees are set by that company and may be higher than our late fees.) Late fees are part of the rates and charges you agree to pay. If you fail to pay on time and we refer your account(s) to a third party for collection, a collection fee will be assessed and will be due at the time of the referral to the third party. The fee will be calculated at the maximum percentage permitted by applicable law, not to exceed 18%. We may require a deposit at the time of activation or afterward, or an increased deposit. We'll pay simple interest on any deposit at the rate the law requires. We may apply deposits or payments in any order to any amounts you owe us on any account. If your final credit balance is less than \$1, we will refund it only if you ask. If your service is suspended or terminated, you may have to pay a fee to have service reactivated.

If you're a Prepaid customer, you may replenish your balance at any time before the expiration date by providing us with another payment. If you maintain a Prepaid account balance, it may not exceed \$1,000 and you may be prevented from replenishing if your balance reaches \$1,000. We may apply your payments to any amounts you may owe us if your earlier account replenishment payments had been reversed. If you do not have sufficient funds in your account to cover your Service, and sufficient funds are not added within 60 days, your account will be canceled and any unused balance will be forfeited.

If your check or electronic bank payment to us is returned as not payable, we will charge your account a returned payment fee that will be the lesser of \$30 or the maximum allowable by law. The substantive laws of Pennsylvania shall be applied to disputes related to checks tendered as payment in full for less than the full balance due, without regard to the conflicts of laws and rules of that state. If you make a payment, or make a payment arrangement, through a call center representative, we may charge you an Agent Assistance Fee.

Backup Payment Agreement

When you identify the payment account or payment method that you want us to debit or charge in the event that your account is closed but remains unpaid, you authorize us to bill that payment account or payment method for the amount of any such outstanding balance(s) that you might continue to owe us for any of your Verizon accounts. If the payment method is a credit or debit card, you also agree that we may obtain updated account information from your card issuer or card network for that card. You also affirm that you have the authority to approve all charges to that designated payment account or payment method.

What if my wireless device gets lost or stolen?

We're here to help. It's important that you notify us right away, so we can suspend your Service to keep someone else from using it. If you're a Postpay customer and your wireless device is used after the loss or theft but before you report it, and you want a credit for any charges for that usage, we're happy to review your account activity and any other information you'd like us to consider. Keep in mind that you may be held responsible for the charges if you delayed reporting the loss or theft without good reason, but you don't have to pay any charges you dispute while they are being investigated. If you are a California customer and we haven't given you a courtesy suspension of recurring monthly charges during the past year, we'll give you one for 30 days or until you replace or recover your wireless device, whichever comes first.

What are Verizon's rights to limit or end Service or end this Agreement?

We can, without notice, limit, suspend or end your Service or any agreement with you for any good cause, including, but not limited to: (1) if you: (a) breach this agreement or violate our prohibited usage policies; (b) resell your Service; (c) use your Service for any illegal purpose, including use that violates trade and economic sanctions and prohibitions promulgated by any US governmental agency; (d) install, deploy or use any regeneration equipment or similar mechanism (for example, a repeater) to originate, amplify, enhance, retransmit or regenerate an RF signal without our permission; (e) steal from or lie to us; or, if you're a Postpay customer; (f) do not pay your bill on time; (g) incur charges larger than a required deposit or billing limit, or materially in excess of your monthly access charges (even if we haven't yet billed the charges); (h) provide credit information we can't verify; (i) are unable to pay us or go bankrupt; or (j) default under any device financing agreement with Verizon; or (2) if you, any user of your device or any line of service on your account, or any account manager on your account: (a) threaten, harass, or use vulgar and/or inappropriate language toward our representatives; (b) interfere with our operations; (c) "spam," or engage in other abusive messaging or calling; (d) modify your device from its manufacturer's specifications; or (e) use your Service in a way that negatively affects our network or other customers. We can also temporarily limit your Service for any operational or governmental reason.

Am I eligible for special discounts?

If you're a Postpay customer, you may be eligible for a discount if you are and remain affiliated with an organization that has an agreement with us. Unless your discount is through a government employee discount program, we may share certain information about your Service (including your name, your wireless telephone number and your total monthly charges) with your organization from time to time to make sure you're still eligible. We may adjust or remove your discount according to your organization's agreement with us, and remove your discount if your eligibility ends or your contract term expires. In any case, this won't be considered to have a material adverse effect on you.

DISCLAIMER OF WARRANTIES

We make no representations or warranties, express or implied, including, to the extent permitted by applicable law, any implied warranty of merchantability or fitness for a particular purpose, about your Service, your wireless device, or any applications you access through your wireless device. We do not warrant that your wireless device will work perfectly, that all features will work, that your device will not need occasional upgrades or modifications, or that it will not be negatively affected by network-related modifications, upgrades or similar activity.

WAIVERS AND LIMITATIONS OF LIABILITY

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You and Verizon both agree to limit claims against each other solely to direct damages. That means neither of us will claim any damages that are indirect, special, consequential, incidental, treble or punitive. For example, disallowed damages include those arising out of a Service or device failure, unauthorized access or changes to your account or device, or the use of your account or device by others to authenticate, access or make changes to a third-party account, such as a financial or cryptocurrency account, including changing passwords or transferring or withdrawing funds. This limitation and waiver will apply regardless of the theory of liability. It also applies if you bring a claim against one of our suppliers, to the extent we would be required to indemnify the supplier for the claim. You agree we aren't responsible for problems caused by you or others, or by any act of God. You also agree we aren't liable for missed or deleted voicemails or other messages, or for any information (like pictures) that gets lost or deleted if we work on your device. If another wireless carrier is involved in any problem (for example, while you're roaming), you also agree to any limitations of liability that it imposes.

HOW DO I RESOLVE DISPUTES WITH VERIZON?

WE HOPE TO MAKE YOU A HAPPY CUSTOMER, BUT IF THERE'S AN ISSUE THAT NEEDS TO BE RESOLVED, THIS SECTION OUTLINES WHAT'S EXPECTED OF BOTH OF US.

YOU AND VERIZON BOTH AGREE TO RESOLVE DISPUTES ONLY BY ARBITRATION OR IN SMALL CLAIMS COURT AS DISCUSSED BELOW. YOU UNDERSTAND THAT BY THIS AGREEMENT YOU ARE GIVING UP THE RIGHT TO BRING A CLAIM IN COURT OR IN FRONT OF A JURY. WHILE THE PROCEDURES IN ARBITRATION MAY BE DIFFERENT, AN ARBITRATOR CAN AWARD YOU THE SAME DAMAGES AND RELIEF, AND MUST HONOR THE SAME TERMS IN THIS AGREEMENT, AS A COURT WOULD. IF THE LAW ALLOWS FOR AN AWARD OF ATTORNEYS' FEES, AN ARBITRATOR CAN AWARD THEM TOO. THE SAME DEFENSES ARE ALSO AVAILABLE TO BOTH PARTIES AS WOULD BE AVAILABLE IN COURT INCLUDING ANY APPLICABLE STATUTE OF LIMITATIONS. WE ALSO BOTH AGREE THAT:

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(1) THE FEDERAL ARBITRATION ACT APPLIES TO THIS AGREEMENT. EXCEPT FOR SMALL CLAIMS COURT CASES, ANY DISPUTE THAT IN ANY WAY RELATES TO OR ARISES OUT OF THIS AGREEMENT, OR FROM ANY EQUIPMENT, PRODUCTS AND SERVICES YOU RECEIVE FROM US, OR FROM ANY ADVERTISING FOR ANY SUCH PRODUCTS OR SERVICES, OR FROM OUR EFFORTS TO COLLECT AMOUNTS YOU MAY OWE US FOR SUCH PRODUCTS OR SERVICES, INCLUDING ANY DISPUTES YOU HAVE WITH OUR EMPLOYEES OR AGENTS, WILL BE RESOLVED BY ONE OR MORE NEUTRAL ARBITRATORS BEFORE THE AMERICAN ARBITRATION ASSOCIATION ("AAA") OR BETTER BUSINESS BUREAU ("BBB"). YOU CAN ALSO BRING ANY ISSUES YOU MAY HAVE TO THE ATTENTION OF FEDERAL, STATE OR LOCAL GOVERNMENT AGENCIES, AND IF THE LAW ALLOWS, THEY CAN SEEK RELIEF AGAINST US FOR YOU. THIS AGREEMENT TO ARBITRATE CONTINUES TO APPLY EVEN AFTER YOU HAVE STOPPED RECEIVING SERVICE FROM US.

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(2) UNLESS YOU AND VERIZON AGREE OTHERWISE, THE ARBITRATION WILL TAKE PLACE IN THE COUNTY OF YOUR BILLING ADDRESS. FOR CLAIMS OVER \$10,000, THE AAA'S CONSUMER ARBITRATION RULES WILL APPLY. FOR CLAIMS OF \$10,000 OR LESS, THE PARTY BRINGING THE CLAIM CAN CHOOSE EITHER THE AAA'S CONSUMER ARBITRATION RULES OR THE BBB'S RULES FOR BINDING ARBITRATION. YOU CAN GET PROCEDURES, RULES AND FEE INFORMATION FROM THE AAA (WWW.ADR.ORG), THE BBB (WWW.BBB.ORG) OR FROM US. FOR CLAIMS OF \$10,000 OR LESS, YOU CAN CHOOSE WHETHER YOU'D LIKE THE ARBITRATION CARRIED OUT BASED ONLY ON DOCUMENTS SUBMITTED TO THE ARBITRATOR, OR BY A HEARING IN PERSON OR BY PHONE. ALTERNATIVELY, FOR CLAIMS WITHIN THE JURISDICTIONAL LIMIT OF THE SMALL CLAIMS COURT IN THE STATE ENCOMPASSING YOUR BILLING ADDRESS, EITHER YOU OR VERIZON CAN CHOOSE TO BRING AN INDIVIDUAL ACTION IN SMALL CLAIMS COURT INSTEAD OF PROCEEDING IN ARBITRATION; FURTHERMORE, IF THE CLAIMS IN ANY REQUEST OR DEMAND FOR ARBITRATION COULD HAVE BEEN BROUGHT IN SMALL CLAIMS COURT, THEN EITHER YOU OR VERIZON MAY CHOOSE TO HAVE THE CLAIMS HEARD IN SMALL CLAIMS COURT, RATHER THAN IN ARBITRATION, AT ANY TIME BEFORE THE ARBITRATOR IS APPOINTED, BY NOTIFYING THE OTHER PARTY OF THAT CHOICE IN WRITING. IF THIS PROVISION OR THE LIMITATION ON BRINGING ACTIONS TO SMALL CLAIMS COURT IS FOUND TO BE

INVALID, THEN THIS PROVISION SHALL BE SEVERABLE AND THE MATTER WILL PROCEED IN ARBITRATION; IN NO WAY WILL THIS PROVISION ALLOW FOR AN ACTION TO BE BROUGHT ON A CLASS OR COLLECTIVE BASIS.

6 (3) THIS AGREEMENT DOESN'T ALLOW CLASS OR COLLECTIVE ARBITRATIONS EVEN IF THE AAA OR BBB PROCEDURES OR RULES WOULD. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, THE ARBITRATOR MAY AWARD MONEY OR INJUNCTIVE RELIEF ONLY IN FAVOR OF THE INDIVIDUAL PARTY SEEKING RELIEF AND ONLY TO THE EXTENT NECESSARY TO PROVIDE RELIEF WARRANTED BY THAT PARTY'S INDIVIDUAL CLAIM. NO CLASS, REPRESENTATIVE OR PRIVATE ATTORNEY GENERAL OR GENERAL INJUNCTIVE RELIEF THEORIES OF LIABILITY OR PRAYERS FOR RELIEF MAY BE MAINTAINED IN ANY ARBITRATION HELD UNDER THIS AGREEMENT. ANY QUESTION REGARDING THE ENFORCEABILITY OR INTERPRETATION OF THIS PARAGRAPH SHALL BE DECIDED BY A COURT AND NOT THE ARBITRATOR.

(4) IF EITHER OF US INTENDS TO SEEK ARBITRATION UNDER THIS AGREEMENT, THE PARTY SEEKING ARBITRATION MUST FIRST NOTIFY THE OTHER PARTY OF THE DISPUTE IN WRITING AT LEAST 60 DAYS IN ADVANCE OF INITIATING THE ARBITRATION. NOTICE TO VERIZON SHOULD BE SENT TO VERIZON WIRELESS DISPUTE RESOLUTION MANAGER, ONE VERIZON WAY, BASKING RIDGE, NJ 07920. THE NOTICE MUST INCLUDE ENOUGH INFORMATION TO ALLOW US TO IDENTIFY YOUR ACCOUNT AS WELL AS TO ASSESS AND ATTEMPT TO RESOLVE YOUR CLAIM, INCLUDING THE NAME OF THE VERIZON WIRELESS ACCOUNT HOLDER, THE MOBILE TELEPHONE NUMBER AT ISSUE, A DESCRIPTION OF THE CLAIM, THE SPECIFIC FACTS SUPPORTING THE CLAIM, THE DAMAGES YOU CLAIM TO HAVE SUFFERED AND THE RELIEF YOU ARE SEEKING. THE NOTICE REQUIREMENT IS DESIGNED TO ALLOW VERIZON TO MAKE A FAIR, FACT-BASED OFFER OF SETTLEMENT IF IT CHOOSES TO DO SO. YOU CANNOT PROCEED TO ARBITRATION UNLESS YOU PROVIDE THIS INFORMATION. YOU MAY CHOOSE TO BE REPRESENTED BY AN ATTORNEY OR OTHER PERSON AS PART OF THIS PROCESS, BUT IF YOU DO YOU MUST SUBMIT A LETTER OR THE FORM AVAILABLE AT THIS LINK AUTHORIZING US TO DISCUSS YOUR ACCOUNT INFORMATION WITH THIS ATTORNEY OR OTHER PERSON. THE SUFFICIENCY OF THIS NOTICE IS AN ISSUE TO BE DECIDED BY A COURT PRIOR TO THE FILING OF ANY DEMAND FOR ARBITRATION. IF YOU HAVE PROVIDED THIS INFORMATION AND WE ARE UNABLE TO RESOLVE OUR DISPUTE WITHIN 60 DAYS, EITHER PARTY MAY THEN PROCEED TO FILE A CLAIM FOR ARBITRATION. WE'LL REIMBURSE ANY FILING FEE THAT THE AAA OR BBB CHARGES YOU FOR ARBITRATION OF THE DISPUTE AT THE CONCLUSION OF THE ARBITRATION IF YOU FULLY PARTICIPATE IN THE PROCEEDING. WE'LL ALSO PAY ANY ADMINISTRATIVE AND ARBITRATOR FEES CHARGED BY THE ARBITRATION TRIBUNAL. IF THE ARBITRATOR DETERMINES THAT YOUR CLAIM WAS FILED FOR PURPOSES OF HARASSMENT OR IS PATENTLY FRIVOLOUS, THE ARBITRATOR WILL REQUIRE YOU TO REIMBURSE VERIZON FOR ANY FILING, ADMINISTRATIVE OR ARBITRATOR FEES ASSOCIATED WITH THE ARBITRATION.

(5) WE MAY, BUT ARE NOT OBLIGATED TO, MAKE A WRITTEN SETTLEMENT OFFER ANYTIME BEFORE THE ARBITRATION HEARING. THE AMOUNT OR TERMS OF ANY SETTLEMENT OFFER MAY NOT BE DISCLOSED TO THE ARBITRATOR UNTIL AFTER THE ARBITRATOR ISSUES AN AWARD ON THE CLAIM. IF YOU DON'T ACCEPT THE OFFER AND THE ARBITRATOR AWARDS YOU AN AMOUNT OF MONEY THAT'S MORE THAN OUR OFFER BUT LESS THAN \$5,000, OR IF WE DON'T MAKE YOU AN OFFER, AND THE ARBITRATOR AWARDS YOU ANY AMOUNT OF MONEY BUT LESS THAN \$5,000, THEN WE AGREE TO PAY YOU \$5,000 INSTEAD OF THE AMOUNT AWARDED. IN THAT CASE WE ALSO AGREE TO PAY ANY REASONABLE ATTORNEYS' FEES AND EXPENSES, REGARDLESS OF WHETHER THE LAW REQUIRES IT FOR YOUR CASE. IF THE ARBITRATOR AWARDS YOU MORE THAN \$5,000, THEN WE WILL PAY YOU ONLY THAT AMOUNT.

7 (6) IF 25 OR MORE CUSTOMERS INITIATE NOTICES OF DISPUTE WITH VERIZON WIRELESS RAISING SIMILAR CLAIMS, AND COUNSEL FOR THE VERIZON WIRELESS CUSTOMERS BRINGING THE CLAIMS ARE THE SAME OR COORDINATED FOR THESE CUSTOMERS, THE CLAIMS SHALL PROCEED IN ARBITRATION IN A COORDINATED PROCEEDING. COUNSEL FOR THE VERIZON WIRELESS CUSTOMERS AND COUNSEL FOR VERIZON WIRELESS SHALL EACH SELECT FIVE CASES TO PROCEED FIRST IN ARBITRATION IN A BELLWETHER PROCEEDING. THE REMAINING CASES SHALL NOT

BE FILED IN ARBITRATION UNTIL THE FIRST TEN HAVE BEEN RESOLVED. IF THE PARTIES ARE UNABLE TO RESOLVE THE REMAINING CASES AFTER THE CONCLUSION OF THE BELLWETHER PROCEEDING, EACH SIDE MAY SELECT ANOTHER FIVE CASES TO PROCEED TO ARBITRATION FOR A SECOND BELLWETHER PROCEEDING. THIS PROCESS MAY CONTINUE UNTIL THE PARTIES ARE ABLE TO RESOLVE ALL OF THE CLAIMS, EITHER THROUGH SETTLEMENT OR ARBITRATION. A COURT WILL HAVE AUTHORITY TO ENFORCE THIS CLAUSE AND, IF NECESSARY, TO ENJOIN THE MASS FILING OF ARBITRATION DEMANDS AGAINST VERIZON.

(7) AN ARBITRATION AWARD AND ANY JUDGMENT CONFIRMING IT APPLY ONLY TO THAT SPECIFIC CASE; IT CAN'T BE USED IN ANY OTHER CASE EXCEPT TO ENFORCE THE AWARD ITSELF.

(8) IF FOR SOME REASON THE PROHIBITION ON CLASS ARBITRATIONS SET FORTH IN SUBSECTION (3) CANNOT BE ENFORCED AS TO ALL OR PART OF A DISPUTE, THEN THE AGREEMENT TO ARBITRATE WILL NOT APPLY TO THAT DISPUTE OR PART OF THE DISPUTE.

(9) IF FOR ANY REASON A CLAIM PROCEEDS IN COURT RATHER THAN THROUGH ARBITRATION, YOU AND VERIZON AGREE THAT THERE WILL NOT BE A JURY TRIAL. YOU AND VERIZON UNCONDITIONALLY WAIVE ANY RIGHT TO TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTERCLAIM ARISING OUT OF OR RELATING TO THIS AGREEMENT IN ANY WAY. IN THE EVENT OF LITIGATION, THIS PARAGRAPH MAY BE FILED TO SHOW A WRITTEN CONSENT TO A TRIAL BY THE COURT.

About this Agreement

If either you or we don't enforce our rights under this agreement in one instance, that doesn't mean you or we won't or can't enforce those rights in any other instance. You cannot assign this Agreement or any of your rights or duties under it without our permission. However, we may assign this Agreement or any debt you owe us without notifying you. If you're a Postpay customer, please note that many notices we send to you will show up as messages on your monthly bill. If you have online billing, those notices will be deemed received by you when your online bill is available for viewing. If you get a paper bill, those notices will be deemed received by you three days after we mail the bill to you. If we send other notices to you, they will be considered received immediately if we send them to your wireless device, or to any email or fax number you've given us, or after three days if we mail them to your billing address. If you need to send notices to us, please send them to the customer service address on your latest bill.

If you're a Prepaid customer and we send notices to you, they will be considered received immediately if we send them to your wireless device or to any email you've given us, or if we post them as a precall notification on your Service, or after three days if we mail them to the most current address we have for you. If you need to send notices to us, please send them to the Customer Service Prepaid address at verizon.com/contactus.

If any part of this agreement, including anything regarding the arbitration process (except for the prohibition on class arbitrations as explained in part 8 of the dispute resolution section above), is ruled invalid, that part may be removed from this agreement.

8 This agreement and the documents it incorporates form the entire agreement between us. You can't rely on any other documents, or on what's said by any Sales or Customer Service Representatives, and you have no other rights regarding Service or this agreement. This Agreement isn't for the benefit of any third party except our parent companies, affiliates, subsidiaries, agents, and predecessors and successors in interest. Except where we've agreed otherwise elsewhere in this agreement, this agreement and any disputes covered by it are governed by federal law and the laws of the state encompassing the area code of your wireless phone number when you accepted this agreement, without regard to the conflicts of laws and rules of that state.

Updated March 16, 2022

Exhibit D

My Verizon Wireless Customer Agreement

Customer Agreement

(Para una copia de este documento en español, visite nuestro sitio web: [verizon.com/espanol](https://www.verizon.com/espanol))

Thanks for choosing Verizon. In this Customer Agreement ("Agreement"), you'll find important information about your wireless Service, including:

- Our ability to make changes to your Service or this Agreement's terms.
- Our liability if things don't work as planned and how any disputes between us must be resolved in arbitration or small claims court.

My Service

Your Service terms and conditions are part of this Agreement. Your Plan includes your monthly allowances and features, where you can use them (your "Coverage Area"), and their monthly and pay-per-use charges. You can also subscribe to several Optional Services, like international service plans or equipment protection services. Together, your Plan, features you use and any Optional Services you select are your Service. Your billing and shipping addresses, and your primary place of use, must be within the areas served by the network Verizon owns and operates. The current version of this Agreement and the terms and conditions for your Service are available online at [verizon.com](https://www.verizon.com). A description of permitted and prohibited uses for calling and Data Services is available online at [verizon.com/support/important-plan-information](https://www.verizon.com/support/important-plan-information) or for prepaid at [verizon.com/support/prepaid-customer-info-legal](https://www.verizon.com/support/prepaid-customer-info-legal).

By using the Service, you are agreeing to every provision of this Agreement, any applicable terms and conditions for your Service, and the terms described in the Important Plan Information, whether or not you have read them. This Agreement also applies to all lines on your account and anyone who uses your Service.

Cancellation

You can cancel a line of Service within 30 days of accepting this Agreement without having to pay an early termination fee as long as you return, within the applicable return period, any equipment you purchased from us or one of our authorized retailers at a discount in connection with your acceptance of this Agreement, but you'll still have to pay for your Service through that date. If you signed up for Prepaid Service, no refunds will be granted after 30 days or if your account has been activated. See [verizon.com/support/return-policy](https://www.verizon.com/support/return-policy) for complete details and information on returning your equipment.

My privacy

Accepting this Agreement means that you also agree to our Privacy Policy, available at [verizon.com/privacy](https://www.verizon.com/privacy), which may be updated from time to time and describes the information we collect, how we use and share it, and the choices you have about how certain information is used and shared. We will notify you or ask for your permission, as appropriate, if we plan to use your information for additional purposes. It is your responsibility to let the people who connect devices through your mobile hotspot, Jetpack or wireless router know that we will collect, use and share information about their device and use of the Service as described in our Privacy Policy. If you are a California resident, you can view our California privacy notice at [verizon.com/californiaprivacy](https://www.verizon.com/californiaprivacy).

If you subscribe to Service for which usage charges are billed at the end of the billing period ("Postpay Service"), or have a device payment installment agreement, we may investigate your credit history at any time in connection with the service subscription or device payment installment agreement. If you'd like the name and address of any credit agency that gives us a credit report about you, just ask.

Many services and applications offered through your device may be provided by third parties. When you access and use third-party services, including third-party services which Verizon may make available as part of or in connection with your Verizon Service, you are subject to the terms of service and privacy policy issued by those third-party providers when using their services. You should review their applicable terms and privacy policy before you use, link to or download a service or application provided by a third party.

You agree that Verizon and collections agencies that work on our behalf may contact you about your account status, including past-due or current charges, using prerecorded calls, email and calls or messages delivered by an automatic telephone dialing system to any wireless phone number, other contact number or email address you provide. Verizon will treat any email address you provide as your private email that is only accessible by you; you acknowledge that we may send you receipts, notices and other documents regarding your service to this email address. Unless you notify us that your wireless service is based in a different time zone, calls will be made to your cellular device during permitted calling hours based upon the time zone affiliated with the mobile telephone number you provide.

What happens if my Postpay Service is canceled before the end of my contract term?

If you're signing up for Postpay Service, you're agreeing to subscribe to a line of Service either on a month-to-month basis or for a minimum contract term, as shown on your receipt or order confirmation. (If your Service is suspended without billing or at a reduced billing rate, that time doesn't count toward completing your contract term.) Once you've completed your contract term, you'll automatically become a customer on a month-to-month basis for that line of Service. If your line of service has a contract term and you cancel that line, or if we cancel it for good cause, during that contract term, you'll have to pay an early termination fee. If your contract term results from your purchase of an advanced device, your early termination fee will be \$350, which will decline by \$10 per month upon completion of months 7 – 17, \$20 per month upon completion of months 18 – 22, \$60 upon completion of month 23 and will be \$0 upon completion of the contract term. For other contract terms, your early termination fee will be \$175, which will decline by \$5 per month upon completion of months 7 – 17, \$10 per month upon completion of months 18 – 22, \$30 upon completion of month 23 and will be \$0 upon completion of your contract term. Cancellations will become effective on the last day of that month's billing cycle, and you are responsible for all charges incurred until then. Also, if you bought your wireless device from an authorized agent or third-party vendor, you should check whether it charges a separate termination fee.

If you purchased a device on a monthly installment agreement and cancel service, you should check that agreement to determine if you may have to immediately pay off the balance.

Your mobile number and porting

You may be able to transfer, or "port," your wireless phone number to another carrier. If you port a number from us, we'll treat it as though you asked us to cancel your Service for that number. After the porting is completed, you won't be able to use our service for that number, but you'll remain responsible for all fees and charges through the end of that billing cycle, just like any other cancellation. If you're a Prepaid customer, you won't be entitled to a refund of any balance on your account. If you port a number to us, please be aware that we may not be able to provide some services right away, such as 911 location services. You don't have any rights to your wireless phone number, except for any right you may have to port it. After a line of service is disconnected, for any reason, the disconnected Mobile Telephone Number (MTN) may not be suspended or otherwise reserved and may not be able to be recovered.

Can I have someone else manage my Postpay account?

No problem – just tell us by phone, in person or in writing. You can appoint someone to manage your Postpay account. The person you appoint (the Account Manager) must be age 18 or older (19 in Alabama and Nebraska). Anyone you appoint as an Account Manager will be able to make changes to your account, including adding new lines of Service, buying a new wireless device(s) on a device payment agreement based upon your credit history, billing certain services and accessories to your account, and extending your contract term. Any changes that person makes will be treated as modifications to this Agreement. You, the Account Owner, remain responsible for any changes an Account Manager makes to your account.

Can Verizon change this Agreement or my Service?

We may change prices or any other term of your Service or this Agreement at any time, but we'll provide notice first (except as noted below in the "What Charges are set by Verizon?" and "Government Taxes, Fees, and Other Charges" sections), including written notice if you have Postpay Service. If you use your Service after the change takes effect, that means you're accepting the change. If you're a Postpay customer and a change to your

Plan or this Agreement has a material adverse effect on you, you can cancel the line of Service that has been affected within 60 days of receiving the notice with no early termination fee if we fail to negate the change after you notify us of your objection to it.

1 Notwithstanding this provision, if we make any changes to the dispute resolution provision of this Agreement, such changes will not affect the resolution of any disputes that arose before such change, unless you want them to apply to a pending dispute.

My wireless device

Your wireless device must comply with Federal Communications Commission regulations, be certified for use on our network and be compatible with your Service. Please be aware that we may change your wireless device's software, applications or programming remotely, without notice. This could affect your stored data, or how you've programmed or use your wireless device. By activating Service that uses a SIM (Subscriber Identity Module) card, you agree we own the intellectual property and software in the SIM card, that we may change the software or other data in the SIM card remotely and without notice, and we may utilize any capacity in the SIM card for administrative, network, business and/or commercial purposes. In order to mitigate theft and other fraudulent activity, newly purchased devices may be locked to work exclusively on the Verizon Network for 60 days. For more information, visit verizon.com/support/device-unlocking-policy.

Internet access

If you download or use applications, services or software provided by third parties (including voice applications), 911 or E911, or other calling functionality, may work differently than services offered by us or may not work at all. Please review all terms and conditions of such third-party products. Verizon Wireless is not responsible for any third-party information, content, applications or services you access, download or use on your device. You are responsible for maintaining virus and other internet security protections when accessing these third-party products or services. For additional information, visit the Verizon Content Policy at verizon.com/about/our-company/company-policies. To learn about content filtering and how you may block materials harmful to minors, visit verizon.com/solutions-and-services/content-filters/. For information about our network management practices for our broadband internet access services, visit verizon.com/about/our-company/open-internet.

Where and how does Verizon wireless Service work?

Wireless devices use radio transmissions, so unfortunately you can't get Service if your device isn't in range of a transmission signal. And please be aware that even within your Coverage Area, many things can affect the availability and quality of your Service, including network capacity, your device, terrain, buildings, foliage and weather.

How does Verizon calculate my charges?

You agree to pay all access, usage and other charges that you or any other user of your wireless device incurred. If multiple wireless devices are associated with your account, you agree to pay all charges incurred by users of those wireless devices. For charges based on the amount of time used or data sent or received, we'll round up any fraction to the next full minute or, depending on how you're billed for data usage, the next full megabyte or gigabyte. For outgoing calls, usage time starts when you first press **Send** or the call connects to a network, and for incoming calls, it starts when the call connects to a network (which may be before it rings). Usage time may end several seconds after you press **End** or after the call disconnects. For calls made on our network, we charge only for calls that are answered, including by machines. For Postpay Service, usage cannot always be processed right away and may be included in a later bill, but the usage will still count toward your allowance for the month when the Service was used.

What charges are set by Verizon?

In addition to the cost of your plan or any features to which you may subscribe, our charges may also include a Federal Universal Service Charge, a Regulatory Charge and an Administrative and Telco Recovery Charge, and other costs, fees, and assessments we incur to provide service. We set these charges; they aren't taxes, they aren't required by law, they are not necessarily related to anything the government does, they are kept by us in whole or in part, and the amounts and what they pay for may change. For those charges imposed by the government on us which we are permitted to recover from you as a fee, charge, or surcharge, we may not be able to notify you in advance of changes to those charges. For more information, visit verizon.com/support/surcharges/.

Government taxes, fees and other charges

You must also pay all taxes, fees and other charges that federal, state and local governments require us to collect from our customers. Please note that we may not be able to notify you in advance of changes to these charges.

What is roaming?

You're "roaming" whenever your wireless device connects to a network outside your Coverage Area or connects to another carrier's network, which could happen even within your Coverage Area. There may be higher rates or extra charges (including charges for long distance, tolls or calls that don't connect), and your data service may be limited or slowed when roaming.

How can I prevent unintended charges on my bill or block spam calls?

Many services and applications are accessible on or through wireless devices, including purchases of games, movies, music and other content. Some of these services are provided by Verizon. Others are provided by third parties that may offer the option to bill the charges to your Verizon bill or other methods of payment. Charges may be one-time or recurring. The amount and frequency of the charges will be disclosed to you or the person using your device or a device associated with your account at the time a purchase is made. If the purchaser chooses to have the charges billed to your account, such charges will become part of the amount due for that billing cycle. **Verizon offers tools to block or restrict these services, and to block all billing for third-party services on your Verizon wireless bill, at verizonwireless.com/myverizon. We do not support calls to 900, 976 and certain other international premium rate numbers.**

Verizon automatically blocks in the network many calls that are highly likely to be illegal, such as calls from telephone numbers that are not authorized to make outbound calls. Additionally, your Service includes access to optional blocking tools for unwanted robocalls through our Call Filter service to which you may be auto-enrolled. This service sends to voicemail many calls we determine to be high-risk spam, but you can adjust your spam filter preferences to block more or less calls. Visit verizon.com/about/responsibility/robocalls for more info.

How and when can I dispute charges?

If you're a Postpay customer, you can dispute your bill, but unless otherwise provided by law or unless you're disputing charges because your wireless device was lost or stolen, you still have to pay all charges until the dispute is resolved. **YOU MAY CALL US TO DISPUTE CHARGES ON YOUR BILL OR ANY SERVICE(S) FOR WHICH YOU WERE BILLED, BUT IF YOU WISH TO PRESERVE YOUR RIGHT TO BRING AN ARBITRATION OR SMALL CLAIMS CASE REGARDING SUCH DISPUTE, YOU MUST WRITE TO US AT THE CUSTOMER SERVICE ADDRESS ON YOUR BILL, OR SEND US A COMPLETED NOTICE OF DISPUTE FORM (AVAILABLE AT VERIZON.COM).**

What are my rights for dropped calls or interrupted Service?

If you drop a call in your Coverage Area, redial. If it's answered within 5 minutes, call us within 90 days if you're a Postpay customer or within 45 days if you're a Prepaid customer, and we'll give you a 1-minute airtime credit. If you're a Postpay customer and you lose Service in your Coverage Area for more than 24 hours in a row and we're at fault, call us within 180 days and we'll give you a credit for the time lost. Please be aware that these are your only rights for dropped calls or interrupted Service.

Billing and payments

If you're a Postpay customer and we don't get your payment on time, we will charge you a late fee of up to 1.5% per month (18% per year) on the unpaid balance, or a flat \$5 per month, whichever is greater, if allowed by law in the state of your billing address. (If you choose to have your Service billed by another company [pursuant to a Verizon-approved program], late fees are set by that company and may be higher than our late fees.) Late fees are part of the rates and charges you agree to pay. If you fail to pay on time and we refer your account(s) to a third party for collection, a collection fee will be assessed and will be due at the time of the referral to the third party. The fee will be calculated at the maximum percentage permitted by applicable law, not to exceed 18%. We may require a deposit at the time of activation or afterward, or an increased deposit. We'll pay simple interest on any deposit at the rate the law requires. We may apply deposits or payments in any order to any amounts you owe us on any account. If your final credit balance is less than \$1, we will refund it only if you ask. If your service is suspended or terminated, you may have to pay a fee to have service reactivated.

If you're a Prepaid customer, you may replenish your balance at any time before the expiration date by providing us with another payment. If you maintain a Prepaid account balance, it may not exceed \$1,000 and you may be prevented from replenishing if your balance reaches \$1,000. We may apply your payments to any amounts you may owe us if your earlier account replenishment payments had been reversed. If you do not have sufficient funds in your account to cover your Service, and sufficient funds are not added within 60 days, your account will be canceled and any unused balance will be forfeited.

If your check or electronic bank payment to us is returned as not payable, we will charge your account a returned payment fee that will be the lesser of \$30 or the maximum allowable by law. The substantive laws of Pennsylvania shall be applied to disputes related to checks tendered as payment in full for less than the full balance due, without regard to the conflicts of laws and rules of that state. If you make a payment, or make a payment arrangement, through a call center representative, we may charge you an Agent Assistance Fee.

Backup Payment Agreement

When you identify the payment account or payment method that you want us to debit or charge in the event that your account is closed but remains unpaid, you authorize us to bill that payment account or payment method for the amount of any such outstanding balance(s) that you might continue to owe us for any of your Verizon accounts. If the payment method is a credit or debit card, you also agree that we may obtain updated account information from your card issuer or card network for that card. You also affirm that you have the authority to approve all charges to that designated payment account or payment method.

What if my wireless device gets lost or stolen?

We're here to help. It's important that you notify us right away, so we can suspend your Service to keep someone else from using it. If you're a Postpay customer and your wireless device is used after the loss or theft but before you report it, and you want a credit for any charges for that usage, we're happy to review your account activity and any other information you'd like us to consider. Keep in mind that you may be held responsible for the charges if you delayed reporting the loss or theft without good reason, but you don't have to pay any charges you dispute while they are being investigated. If you are a California customer and we haven't given you a courtesy suspension of recurring monthly charges during the past year, we'll give you one for 30 days or until you replace or recover your wireless device, whichever comes first.

Verizon periodically checks and provides reporting to the Global System for Mobile communications Association ("GSMA") list of devices reported lost, stolen, or fraudulently obtained. If at any time a device IMEI has been reported to that list Verizon will suspend service to that device. If you obtain or activate a device that is reported lost or stolen, or a device that is on your account is subsequently reported lost or stolen, you must work with the seller to remove the device from the lost or stolen list.

What are Verizon's rights to limit or end Service or end this Agreement?

We can, without notice, limit, suspend or end your Service or any agreement with you for any good cause, including, but not limited to: (1) if you: (a) breach this agreement or violate our prohibited usage policies; (b) resell your Service; (c) use your Service for any illegal purpose, including use that violates trade and economic sanctions and prohibitions promulgated by any US governmental agency; (d) install, deploy or use any regeneration equipment or similar mechanism (for example, a repeater) to originate, amplify, enhance, retransmit or regenerate an RF signal without our permission; (e) steal from or lie to us; or, if you're a Postpay customer, (f) do not pay your bill on time; (g) incur charges larger than a required deposit or billing limit, or materially in excess of your monthly access charges (even if we haven't yet billed the charges); (h) provide credit information we can't verify; (i) are unable to pay us or go bankrupt; or (j) default under any device financing agreement with Verizon; or (2) if you, or any user of your device or any line of service on your account, or any account manager on your account: (a) threaten, harass, or use vulgar and/or inappropriate language toward our representatives; (b) interfere with our operations; (c) "spam," or engage in other abusive messaging or calling; (d) modify your device from its manufacturer's specifications; or (e) use your Service in a way that negatively affects our network or other customers. If the amount of a single line's total monthly data use in a bill cycle exceeds the average amount of data consumed by the top 0.5% of users on our network during the preceding six-month period, we may reduce data speeds to your device to 4Mbps for the remainder of the cycle. We can also temporarily limit your Service for any operational or governmental reason.

Am I eligible for special discounts?

If you're a Postpay customer, you may be eligible for a discount if you are and remain affiliated with an organization that has an agreement with us. Unless your discount is through a government employee discount program, we may share certain information about your Service (including your name, your wireless telephone number and your total monthly charges) with your organization from time to time to make sure you're still eligible. We may adjust or remove your discount according to your organization's agreement with us, and remove your discount if your eligibility ends or your contract term expires. In any case, this won't be considered to have a material adverse effect on you.

DISCLAIMER OF WARRANTIES

We make no representations or warranties, express or implied, including, to the extent permitted by applicable law, any implied warranty of merchantability or fitness for a particular purpose, about your Service, your wireless device, or any applications you access through your wireless device. We do not warrant that your wireless device will work perfectly, that all features will work, that your device will not need occasional upgrades or modifications, or that it will not be negatively affected by network-related modifications, upgrades or similar activity.

WAIVERS AND LIMITATIONS OF LIABILITY

- 2 You and Verizon both agree to limit claims against each other solely to direct damages. This means that to the fullest extent allowed by applicable law, neither of us will claim any damages that are indirect, special, consequential, incidental, treble or punitive, regardless of the theory of liability. For example, disallowed damages include those arising out of a Service or device failure, unauthorized access or changes to your account or device, or the use of your account or device by others to authenticate, access or make changes to a third-party account, such as a financial or cryptocurrency account, including changing passwords or transferring or withdrawing funds. This limitation also applies if you bring a claim against one of our suppliers, to the extent we would be required to indemnify the supplier for the claim.

You agree we aren't responsible for problems caused by you or others, or by any act of God. You also agree we aren't liable for missed or deleted voicemails or other messages, or for any information (like pictures) that gets lost or deleted if we work on your device. If another wireless carrier is involved in any problem (for example, while you're roaming), you also agree to any limitations of liability that it imposes.

HOW DO I RESOLVE DISPUTES WITH VERIZON?

WE HOPE TO MAKE YOU A HAPPY CUSTOMER, BUT IF THERE'S AN ISSUE THAT NEEDS TO BE RESOLVED, THIS SECTION OUTLINES WHAT'S EXPECTED OF BOTH OF US.

- 3 YOU AND VERIZON BOTH AGREE TO RESOLVE DISPUTES ONLY BY ARBITRATION OR IN SMALL CLAIMS COURT AS DISCUSSED BELOW. YOU UNDERSTAND THAT BY THIS AGREEMENT YOU ARE GIVING UP THE RIGHT TO BRING A CLAIM IN COURT OR IN FRONT OF A JURY. WHILE THE PROCEDURES IN ARBITRATION MAY BE DIFFERENT, AN ARBITRATOR CAN AWARD YOU THE SAME DAMAGES AND RELIEF, AND MUST HONOR THE SAME TERMS IN THIS AGREEMENT, AS A COURT WOULD, SUBJECT TO THE LIMITS ON ARBITRATOR AUTHORITY SET FORTH BELOW. IF THE LAW ALLOWS FOR AN AWARD OF ATTORNEYS' FEES, AN ARBITRATOR CAN AWARD THEM TOO. THE SAME DEFENSES ARE ALSO AVAILABLE TO BOTH PARTIES AS WOULD BE AVAILABLE IN COURT INCLUDING ANY APPLICABLE STATUTE OF LIMITATIONS. WE ALSO BOTH AGREE THAT:

(1) THE FEDERAL ARBITRATION ACT APPLIES TO THIS AGREEMENT. EXCEPT FOR SMALL CLAIMS COURT CASES OR AS SPECIFICALLY NOTED BELOW, ANY DISPUTE THAT IN ANY WAY RELATES TO OR ARISES OUT OF THIS AGREEMENT, INCLUDING THE VALIDITY, ENFORCEABILITY, OR SCOPE OF ANY PORTION OF THIS AGREEMENT (INCLUDING THE AGREEMENT TO ARBITRATE), OR FROM ANY EQUIPMENT, PRODUCTS AND SERVICES YOU RECEIVE FROM US, OR FROM ANY ADVERTISING FOR ANY SUCH PRODUCTS OR SERVICES, OR FROM OUR EFFORTS TO COLLECT AMOUNTS YOU MAY OWE US FOR SUCH PRODUCTS OR SERVICES, INCLUDING ANY DISPUTES YOU HAVE WITH OUR EMPLOYEES OR AGENTS, WILL BE RESOLVED BY ONE OR MORE NEUTRAL ARBITRATORS BEFORE THE AMERICAN ARBITRATION ASSOCIATION ("AAA") AS EXPLAINED BELOW IN PARAGRAPH 2. YOU CAN ALSO BRING ANY ISSUES YOU MAY HAVE TO THE ATTENTION OF FEDERAL, STATE OR LOCAL GOVERNMENT AGENCIES, AND IF THE LAW ALLOWS, THEY CAN SEEK RELIEF AGAINST US FOR YOU. THIS AGREEMENT TO ARBITRATE CONTINUES TO APPLY EVEN AFTER YOU HAVE STOPPED RECEIVING SERVICE FROM US.

(2) UNLESS YOU AND VERIZON AGREE OTHERWISE, THE ARBITRATION WILL TAKE PLACE IN THE COUNTY OF YOUR BILLING ADDRESS AND THE AAA'S CONSUMER ARBITRATION RULES WILL APPLY. YOU CAN GET PROCEDURES, RULES AND FEE INFORMATION FROM THE AAA (WWW.ADR.ORG) OR FROM US. FOR CLAIMS OF \$25,000 OR LESS, YOU CAN CHOOSE WHETHER YOU'D LIKE THE ARBITRATION CARRIED OUT BASED ONLY ON DOCUMENTS SUBMITTED TO THE ARBITRATOR, OR BY A HEARING IN PERSON OR BY PHONE. ALTERNATIVELY, FOR CLAIMS WITHIN THE JURISDICTIONAL LIMIT OF THE SMALL CLAIMS COURT IN THE STATE ENCOMPASSING YOUR BILLING ADDRESS, EITHER YOU OR VERIZON CAN CHOOSE TO BRING AN INDIVIDUAL ACTION IN SMALL CLAIMS COURT INSTEAD OF PROCEEDING IN ARBITRATION; FURTHERMORE, IF THE CLAIMS IN ANY REQUEST OR DEMAND FOR ARBITRATION COULD HAVE BEEN BROUGHT IN SMALL CLAIMS COURT, THEN EITHER

YOU OR VERIZON MAY CHOOSE TO HAVE THE CLAIMS HEARD IN SMALL CLAIMS COURT, RATHER THAN IN ARBITRATION, AT ANY TIME BEFORE THE ARBITRATOR IS APPOINTED, BY NOTIFYING THE OTHER PARTY OF THAT CHOICE IN WRITING. IF THIS PROVISION OR THE LIMITATION ON BRINGING ACTIONS TO SMALL CLAIMS COURT IS FOUND TO BE INVALID, THEN THIS PROVISION SHALL BE SEVERABLE AND THE MATTER WILL PROCEED IN ARBITRATION; IN NO WAY WILL THIS PROVISION ALLOW FOR AN ACTION TO BE BROUGHT ON A CLASS OR COLLECTIVE BASIS.

4 (3) THIS AGREEMENT DOESN'T ALLOW CLASS OR COLLECTIVE ARBITRATIONS EVEN IF THE AAA PROCEDURES OR RULES WOULD. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, THE ARBITRATOR MAY AWARD MONEY OR INJUNCTIVE RELIEF ONLY IN FAVOR OF THE INDIVIDUAL PARTY SEEKING RELIEF AND ONLY TO THE EXTENT NECESSARY TO PROVIDE RELIEF WARRANTED BY THAT PARTY'S INDIVIDUAL CLAIM. NO CLASS, REPRESENTATIVE OR PRIVATE ATTORNEY GENERAL OR GENERAL INJUNCTIVE RELIEF THEORIES OF LIABILITY OR PRAYERS FOR RELIEF MAY BE MAINTAINED IN ANY ARBITRATION HELD UNDER THIS AGREEMENT. ANY QUESTION REGARDING THE ENFORCEABILITY UNDER APPLICABLE LAW OR INTERPRETATION OF THIS PARAGRAPH SHALL BE DECIDED BY A COURT AND NOT THE ARBITRATOR.

(4) IF EITHER OF US INTENDS TO SEEK ARBITRATION UNDER THIS AGREEMENT, THE PARTY SEEKING ARBITRATION MUST FIRST NOTIFY THE OTHER PARTY OF THE DISPUTE IN WRITING AT LEAST 60 DAYS IN ADVANCE OF INITIATING THE ARBITRATION. NOTICE TO VERIZON SHOULD BE SENT TO VERIZON WIRELESS DISPUTE RESOLUTION MANAGER, ONE VERIZON WAY, BASKING RIDGE, NJ 07920. THE NOTICE MUST INCLUDE ENOUGH INFORMATION TO ALLOW US TO IDENTIFY YOUR ACCOUNT AS WELL AS TO ASSESS AND ATTEMPT TO RESOLVE YOUR CLAIM, INCLUDING THE NAME OF THE VERIZON WIRELESS ACCOUNT HOLDER, THE MOBILE TELEPHONE NUMBER AT ISSUE, A DESCRIPTION OF THE CLAIM, THE SPECIFIC FACTS SUPPORTING THE CLAIM, THE DAMAGES YOU CLAIM TO HAVE SUFFERED AND THE RELIEF YOU ARE SEEKING. THE NOTICE REQUIREMENT IS DESIGNED TO ALLOW VERIZON TO MAKE A FAIR, FACT-BASED OFFER OF SETTLEMENT IF IT CHOOSES TO DO SO. YOU CANNOT PROCEED TO ARBITRATION UNLESS YOU PROVIDE THIS INFORMATION. YOU MAY CHOOSE TO BE REPRESENTED BY AN ATTORNEY OR OTHER PERSON AS PART OF THIS PROCESS, BUT IF YOU DO YOU MUST SUBMIT A LETTER OR THE FORM AVAILABLE AT VERIZON.COM/SUPPORT/ARBITRATION-FAQS/ AUTHORIZING US TO DISCUSS YOUR ACCOUNT INFORMATION WITH THIS ATTORNEY OR OTHER PERSON. THE SUFFICIENCY OF THIS NOTICE IS AN ISSUE TO BE DECIDED BY A COURT PRIOR TO THE FILING OF ANY DEMAND FOR ARBITRATION. IF YOU HAVE PROVIDED THIS INFORMATION AND WE ARE UNABLE TO RESOLVE OUR DISPUTE WITHIN 60 DAYS, EITHER PARTY MAY THEN PROCEED TO FILE A CLAIM FOR ARBITRATION. WE'LL REIMBURSE ANY FILING FEE THAT THE AAA CHARGES YOU FOR ARBITRATION OF THE DISPUTE AT THE CONCLUSION OF THE ARBITRATION IF YOU FULLY PARTICIPATE IN THE PROCEEDING. WE'LL ALSO PAY ANY ADMINISTRATIVE AND ARBITRATOR FEES CHARGED BY THE ARBITRATION TRIBUNAL. IF THE ARBITRATOR DETERMINES THAT YOUR CLAIM WAS FILED FOR PURPOSES OF HARASSMENT OR IS PATENTLY FRIVOLOUS, THE ARBITRATOR WILL REQUIRE YOU TO REIMBURSE VERIZON FOR ANY FILING, ADMINISTRATIVE OR ARBITRATOR FEES ASSOCIATED WITH THE ARBITRATION.

(5) WE MAY, BUT ARE NOT OBLIGATED TO, MAKE A WRITTEN SETTLEMENT OFFER ANYTIME BEFORE THE ARBITRATION HEARING. THE AMOUNT OR TERMS OF ANY SETTLEMENT OFFER MAY NOT BE DISCLOSED TO THE ARBITRATOR UNTIL AFTER THE ARBITRATOR ISSUES AN AWARD ON THE CLAIM. IF YOU DON'T ACCEPT THE OFFER AND THE ARBITRATOR AWARDS YOU AN AMOUNT OF MONEY THAT'S MORE THAN OUR OFFER BUT LESS THAN \$5,000, OR IF WE DON'T MAKE YOU AN OFFER, AND THE ARBITRATOR AWARDS YOU ANY AMOUNT OF MONEY BUT LESS THAN \$5,000, THEN WE AGREE TO PAY YOU \$5,000 INSTEAD OF THE AMOUNT AWARDED. IN THAT CASE WE ALSO AGREE TO PAY ANY REASONABLE ATTORNEYS' FEES AND EXPENSES, REGARDLESS OF WHETHER THE LAW REQUIRES IT FOR YOUR CASE. IF THE ARBITRATOR AWARDS YOU MORE THAN \$5,000, THEN WE WILL PAY YOU ONLY THAT AMOUNT.

5 (6) IF 25 OR MORE CUSTOMERS INITIATE NOTICES OF DISPUTE PURSUANT TO PARAGRAPH 4 ABOVE OR FILE A COMPLAINT IN COURT, WHICH RAISE SIMILAR CLAIMS, AND COUNSEL FOR THE VERIZON WIRELESS CUSTOMERS BRINGING THE CLAIMS ARE THE SAME OR COORDINATED FOR THESE CUSTOMERS, THE CLAIMS SHALL PROCEED IN ARBITRATION IN A COORDINATED PROCEEDING. COUNSEL FOR THE VERIZON WIRELESS CUSTOMERS AND COUNSEL FOR VERIZON WIRELESS SHALL EACH SELECT FIVE CASES TO PROCEED FIRST IN ARBITRATION

IN A BELLWETHER PROCEEDING. ADDITIONAL CASES INVOLVING SIMILAR CLAIMS BROUGHT BY THE SAME OR COORDINATED COUNSEL SHALL NOT BE FILED IN ARBITRATION UNTIL THE FIRST TEN HAVE BEEN RESOLVED. IF THE PARTIES ARE UNABLE TO RESOLVE THE REMAINING CASES AFTER THE CONCLUSION OF THE BELLWETHER PROCEEDING, EACH SIDE MAY SELECT ANOTHER FIVE CASES TO PROCEED TO ARBITRATION FOR A SECOND BELLWETHER PROCEEDING. THIS PROCESS MAY CONTINUE UNTIL THE PARTIES ARE ABLE TO RESOLVE ALL OF THE CLAIMS, EITHER THROUGH SETTLEMENT OR ARBITRATION. IF SUCH A PROCESS IS INITIATED, THE FILING OF A NOTICE OF DISPUTE BY A CUSTOMER IN ACCORDANCE WITH PARAGRAPH 4 OR FILING OF A COMPLAINT IN COURT WILL TOLL ALL APPLICABLE STATUTES OF LIMITATIONS FOR THAT CUSTOMER'S DISPUTE UNTIL THE COMPLETION OF THE PROCESS DESCRIBED IN THIS PARAGRAPH. A COURT WILL HAVE AUTHORITY TO ENFORCE THIS PARAGRAPH INCLUDING BY ENTERING AN INJUNCTION TO PROHIBIT FILINGS IN VIOLATION OF THIS PARAGRAPH.

(7) AN ARBITRATION AWARD AND ANY JUDGMENT CONFIRMING IT APPLY ONLY TO THAT SPECIFIC CASE; IT CAN'T BE USED IN ANY OTHER CASE EXCEPT TO ENFORCE THE AWARD ITSELF.

(8) IF A COURT, PURSUANT TO PARAGRAPH 3, DETERMINES THAT THE PROHIBITION ON CLASS ARBITRATIONS OR THE LIMITS ON THE ARBITRATOR'S AUTHORITY CANNOT BE ENFORCED UNDER APPLICABLE LAW AS TO ALL OR PART OF A DISPUTE, THEN THE AGREEMENT TO ARBITRATE WILL NOT APPLY TO THAT DISPUTE OR PART OF THE DISPUTE, WHICH MAY PROCEED IN COURT EITHER ONCE THE ARBITRATED MATTERS HAVE CONCLUDED OR SOONER IF THE COURT SO REQUIRES.

(9) IF FOR ANY REASON A CLAIM PROCEEDS IN COURT RATHER THAN THROUGH ARBITRATION, YOU AND VERIZON AGREE THAT, TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW, YOU AND VERIZON UNCONDITIONALLY WAIVE ANY RIGHT TO TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTERCLAIM ARISING OUT OF OR RELATING TO THIS AGREEMENT IN ANY WAY. IN THE EVENT OF LITIGATION, THIS PARAGRAPH MAY BE FILED TO SHOW A WRITTEN CONSENT TO A TRIAL BY THE COURT.

About this Agreement

If either you or we don't enforce our rights under this agreement in one instance, that doesn't mean you or we won't or can't enforce those rights in any other instance. You cannot assign this Agreement or any of your rights or duties under it without our permission. However, we may assign this Agreement or any debt you owe us without notifying you. If you're a Postpay customer, please note that many notices we send to you will show up as messages on your monthly bill. If you have online billing, those notices will be deemed received by you when your online bill is available for viewing. If you get a paper bill, those notices will be deemed received by you three days after we mail the bill to you. If we send other notices to you, they will be considered received immediately if we send them to your wireless device, or to any email or fax number you've given us, or after three days if we mail them to your billing address. If you need to send notices to us, please send them to the customer service address on your latest bill.

If you're a Prepaid customer and we send notices to you, they will be considered received immediately if we send them to your wireless device or to any email you've given us, or if we post them as a precall notification on your Service, or after three days if we mail them to the most current address we have for you. If you need to send notices to us, please send them to the Customer Service Prepaid address at verizon.com/contactus.

If any part of this agreement, including anything regarding the arbitration process (except for part 8 of the dispute resolution section above), is ruled invalid, that part may be severed from this agreement and the rest enforced.

This agreement and the documents it incorporates form the entire agreement between us. Any other documents or anything said by any Sales or Customer Service Representatives will not form any part of the agreement between us, and you have no other rights regarding Service or this agreement. This Agreement isn't for the benefit of any third party except our parent companies, affiliates, subsidiaries, agents, and predecessors and successors in interest. Except where we've agreed otherwise elsewhere in this agreement, this agreement and any disputes covered by it are governed by federal law and the laws of the state encompassing the area code of your wireless phone number when you accepted this agreement, without regard to the conflicts of laws and rules of that state.

Exhibit E



Daniel M. Hattis, Esq.
425.233.8628
dan@hattislaw.com

HATTIS & LUKACS
Attorneys at Law

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Bellevue, WA 98004
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May 27, 2022

VIA FEDEX

Craig Silliman, EVP & Legal Officer
Verizon Communications Inc. &
Cellco Partnership d/b/a Verizon Wireless
One Verizon Way
Basking Ridge, New Jersey 07920

Verizon Wireless Dispute Resolution Mgr.
One Verizon Way
Basking Ridge, New Jersey 07920

Re: Notice of Dispute and Unlawful Conduct

Dear Mr. Silliman and Verizon Wireless Dispute Resolution Manager:

This law firm, together with DeNittis Osefchen Prince, PC, represents the 1,596 Verizon Wireless subscribers (my “Clients”) listed in the chart enclosed herewith as **Exhibit A**.¹

Each Client is a victim of the deceptive scheme perpetrated by Cellco Partnership d/b/a Verizon Wireless and Verizon Communications, Inc. (collectively, “Verizon”) of advertising flat monthly rates for Verizon Wireless post-paid service plans and then deceptively and unfairly charging customers higher monthly rates through the imposition of a so-called “Administrative Charge” and increases thereto.

The Administrative Charge is simply a means for Verizon to charge more per month for the service itself without having to advertise the higher prices. Verizon uses the Administrative Charge as a revenue lever to covertly jack up its monthly service prices and to squeeze its existing subscribers for more cash whenever Verizon desires. The Administrative Charge is not disclosed to customers before or when they sign up, and in fact it is never adequately and honestly disclosed to them.

Verizon deliberately and affirmatively misrepresents the so-called Administrative Charge on its billing statements to further its scheme. Verizon excludes the Administrative Charge from the “Monthly charges” section, and instead puts it in the “Surcharges” section where Verizon lumps it together with government costs.

¹ The chart at **Exhibit A** includes the following information for each Client: name, Verizon phone number, billing address, number of phone lines, and number of years a subscriber.

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Verizon never adequately disclosed to any of my Clients that the Administrative Charge would be charged or that the true monthly price for the service plans would be higher than what Verizon advertised and quoted. Verizon has charged each of my Clients higher monthly prices than they were promised, via Verizon's covert imposition of, and subsequent increases to, the so-called Administrative Charge. Meanwhile, Verizon's monthly billing statements, the My Verizon online billing center, and the electronic billing process are all deliberately designed in a manner to hide and disguise the Administrative Charge. Each of my Clients did not discover these deceptive acts and practices until their counsel recently brought the scheme to their attention.

My Clients purchased their Verizon Wireless post-paid service plans primarily for personal, family or household purposes.

Verizon's actions violate the laws of each my Clients' states of Alaska, Arizona, Arkansas, Colorado, Connecticut, Delaware, District of Columbia, Florida, Hawaii, Idaho, Illinois, Iowa, Kansas, Kentucky, Louisiana, Maryland, Michigan, Minnesota, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Utah, Vermont, Virginia, Washington, West Virginia, and Wisconsin.

My Clients have suffered harm in the amount of the Administrative Charges they have paid to Verizon.

We demand that Verizon pay the greater of statutory damages (if applicable) or actual damages or restitution to my Clients. We also demand that Verizon cease and desist from the unlawful conduct described above and correct its marketing and advertising representations so that they match the actual rates and prices charged by Verizon. We further demand reasonable attorneys' fees and costs. I can be reached at (425) 233-8628 or dan@hattislaw.com.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Dan Hattis', with a long horizontal flourish extending to the right.

Daniel M. Hattis

cc: Shon Morgan, Esq., Quinn Emanuel Urquhart & Sullivan, LLP (via email)
Stephen P. DeNittis, Esq., DeNittis Osefchen Prince, PC

EXHIBIT A

to Notice of Dispute

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1	Abaca, William	(602) 573-9670	929 E Baylor Ln, Chandler, Arizona 85225-1413	1	11-15 years
2	Abraham, William	(586) 531-5818	1628 Stoney Brook Dr, Rochester Hills, Michigan 48309-2705	2	11-15 years
3	Abrams, Michael (Abrams, David)	(847) 508-4104	335 Rosewood Ct, Northbrook, Illinois 60062-4802	4	5-10 years
4	Ackerman, Ashleigh	(231) 631-3053	515 S Garfield Ave, Traverse City, Michigan 49686-3423	4	11-15 years
5	Ackermann, Patti	(402) 290-0452	12806 Jones St, Omaha, Nebraska 68154-2939	3	more than 20 years
6	Adams, Donna	(978) 578-4148	22 Alexis Ln, Sandown, New Hampshire 03873-2167	2	16-20 years
7	Adams, Tomiko	(850) 879-9702	3711 Shamrock W Apt B105, Tallahassee, Florida 32309-2601	4	11-15 years
8	Adkins, Joseph	(717) 640-0378	25 Westview Dr, Mc Sherrystown, Pennsylvania 17344-1322	3	11-15 years
9	Affaneh, Heba	(708) 218-3511	4541 W 129th St, Alsip, Illinois 60803-2759	2	4 years
10	Affonso, Al	(401) 374-3655	71 Blackbird St, Tiverton, Rhode Island 02878-2398	2	16-20 years
11	Aguayo, Ralph	(847) 533-2084	853 Jenkins Ct, Wheeling, Illinois 60090-4543	3	2 years
12	Aguiar, Matthew	(631) 303-2750	15 Barelay Rd, Mastic Beach, New York 11951-2705	1	3 years
13	Ahlhardt, Cheryl	(970) 946-3463	424 Cottage Grove Dr, Wentzville, Missouri 63385-4604	3	11-15 years
14	Al-Qudsi, Ali	(331) 431-8603	231 Danada Dr, Wheaton, Illinois 60189-2010	2	5-10 years
15	Albaitis, Samantha	(860) 306-4409	395 Brittany Farms Rd Apt 310, New Britain, Connecticut 06053-1133	2	more than 20 years
16	Albergo, Jeannette	(708) 567-4085	21360 S 79th Ave, Frankfort, Illinois 60423-9151	3	more than 20 years
17	Alberts, Melisa	(828) 442-5566	8748 Sugar Hill Rd, Marion, North Carolina 28752-6180	more than 5	11-15 years
18	Alberts, Raymond	(828) 606-2572	4959 US 221 N, Marion, North Carolina 28752-6106	more than 5	11-15 years
19	Albright, Jami	(606) 305-5660	33 Harts Ln, Somerset, Kentucky 42501-4976	3	more than 20 years
20	Alderman, Terry (Alderman, John)	(704) 293-1527	1221 Paddock Cir, Charlotte, North Carolina 28209-2441	4	more than 20 years
21	Alesi, Alfred	(845) 728-8972	336 Old Forge Hill Rd Apt 2184, New Windsor, New York 12553-7941	2	5-10 years
22	Allen, Louise	(609) 685-7785	1911 Lone Oak Rd, Chase City, Virginia 23924-5016	2	11-15 years
23	Allen, Rose	(520) 269-2305	9246 N Crimson Stone Pl, Tucson, Arizona 85743-5458	2	2 years
24	Allen, Tana	(757) 710-8031	PO Box 341, Accomac, Virginia 23301-0341	1	16-20 years
25	Alls, Precious	(850) 743-7320	776 Pt Milligan Rd, Quincy, Florida 32352-5042	1	1 year
26	Almendra, Lisa	(410) 703-6153	8006 Middlebury Dr, Pasadena, Maryland 21122-3257	1	2 years
27	Amason, Kimberly	(262) 909-5477	3423 Pierce Blvd, Racine, Wisconsin 53405-4515	1	16-20 years
28	Andersen, Rebecca	(815) 224-8424	3137 Carrie St, Peru, Illinois 61354-1495	4	16-20 years
29	Anderson, Amanda	(701) 520-5610	PO Box 94, Crystal, North Dakota 58222-0094	2	more than 20 years
30	Anderson, Gary	(337) 422-8342	1728 Progress St, Opelousas, Louisiana 70570-4503	3	1 year
31	Anderson, Jane	(610) 952-1315	100 Talgrath Ct, Exton, Pennsylvania 19341-2911	4	more than 20 years
32	Anderson, John (Anderson, Karen)	(336) 437-7376	1119 Morgan Glen Dr, Burlington, North Carolina 27217-9278	2	4 years
33	Anderson, Krysten	(518) 744-5756	148 County Route 70, Greenwich, New York 12834-6302	3	11-15 years
34	Anderson, Marie	(412) 334-5767	PO Box 100013, Pittsburgh, Pennsylvania 15233-0013	2	5-10 years
35	Anderson, Steven	(972) 922-7217	9940 S Ocean Dr Apt 1007, Jensen Beach, Florida 34957-2418	2	more than 20 years
36	Andreev, Hafiza	(520) 600-8212	483 S Lower Chord Rd, Vail, Arizona 85641-2813	3	16-20 years
37	Andrews, Rebekah Paige	(727) 543-9871	7349 Ulmerton Rd Lot 113, Largo, Florida 33771-4843	4	11-15 years
38	Antonio, Debra	(216) 970-8874	8105 SE Wren Ave, Hobe Sound, Florida 33455-4558	2	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
39	Anziano, William	(516) 455-2101	156 Stanley Dr, Centereach, New York 11720-2224	2	11-15 years
40	Apostle, Thomas	(845) 764-2028	702 Walnut Hls, West Haverstraw, New York 10993-1143	4	5-10 years
41	Arcand, Julie	(206) 713-9854	456 Healy Ave S Apt 456, North Bend, Washington 98045-8906	5	16-20 years
42	Arellano, Arnulfo	(177) 334-3357	2553 S Trumbull Ave, Chicago, Illinois 60623-3931	2	more than 20 years
43	Arganbright, Joseph	(585) 233-8214	65 North Ave, Hilton, New York 14468-9507	2	5-10 years
44	Armstrong, Edwards	(843) 855-7059	2005 Hughes Gasque Rd, Aynor, South Carolina 29511-4501	4	5-10 years
45	Arnett, Jessica	(423) 957-0352	541 Cross Rd, Bean Station, Tennessee 37708-6628	5	5-10 years
46	Arnold, Lisa	(412) 780-8370	1218 Harvest Dr, Monroeville, Pennsylvania 15146-4804	1	more than 20 years
47	Aroyo, Beth	(954) 298-2230	9720 NW 52nd Pl, Coral Springs, Florida 33076-2482	4	more than 20 years
48	Arterbury, Cydni	(501) 366-0587	315 Cheshire Dr, Benton, Arkansas 72015-4979	3	16-20 years
49	Artis, Regina (Artis, Sandy)	(252) 230-0274	5821 Grimsley Store Rd, Wilson, North Carolina 27893-8060	2	more than 20 years
50	August, Brian	(631) 873-5806	84 S Evergreen Dr, Selden, New York 11784-3034	4	16-20 years
51	Austin, Kelly	(925) 890-3022	10799 Grayslake Dr, Reno, Nevada 89521-8205	1	11-15 years
52	Austin, Scott	(706) 373-1549	2809 59th Ave E, Bradenton, Florida 34203-5378	1	16-20 years
53	Avery, Lillian	(520) 405-2494	813 Pear St, Lake Charles, Louisiana 70601-1845	3	11-15 years
54	Ayala, Anita	(410) 474-8923	456 Auburn Oaks Rd E, Jacksonville, Florida 32218-4989	2	16-20 years
55	Aylesworth, Alfred	(630) 391-0135	2006 Gillenwater St, Batavia, Illinois 60510-8931	4	more than 20 years
56	Babb, Cindy	(865) 405-7117	8519 Trout Rd, Mascot, Tennessee 37806-1823	2	3 years
57	Babcock, Kelly	(231) 445-1228	502 Garfield Ave, Cheboygan, Michigan 49721-2013	3	11-15 years
58	Bacon-Shone, Heather	(541) 829-1173	6708 SW 12th Ave, Portland, Oregon 97219-2002	1	16-20 years
59	Baekert, Barbara	(717) 269-9931	421 Weidman St, Lebanon, Pennsylvania 17046-3650	2	5-10 years
60	Bagley, Matthew	(330) 495-0216	7554 Blough Ave SW, Navarre, Ohio 44662-8900	5	more than 20 years
61	Baker, Ashley	(602) 909-9167	6108 E Karen Dr, Scottsdale, Arizona 85254-2510	4	16-20 years
62	Baker, Lee (Baker, Ann)	(910) 599-8124	283 Brians Woods Rd, Maple Hill, North Carolina 28454-8295	4	11-15 years
63	Bambu, Susan	(863) 289-9700	111 Violet Ct, Davenport, Florida 33837-7153	5	4 years
64	Banks-Johnson, Catrice	(501) 256-9811	PO Box 55904, Little Rock, Arkansas 72215-5904	more than 5	5-10 years
65	Banks, Melissa	(330) 419-3084	284 4th St NW, Barberton, Ohio 44203-2210	3	3 years
66	Baran, Alexis	(484) 999-7649	40 N 12th St Apt 3, Allentown, Pennsylvania 18101-1065	2	3 years
67	Baranek, George	(561) 254-4119	9 Cambridge Pl, Boynton Beach, Florida 33426-7722	2	more than 20 years
68	Barash, Laurie	(480) 339-9339	13608 N 98th Ave Unit L, Sun City, Arizona 85351-2983	2	11-15 years
69	Barganier, Glen	(860) 462-1606	26 Bayberry Rd, Newington, Connecticut 06111-3701	3	16-20 years
70	Barham, Anita Y.	(843) 441-3321	2444 Rivers Hill Rd, Varnville, South Carolina 29944-8732	2	16-20 years
71	Barker, Carole	(248) 320-1685	30798 Misty Pines Dr, Farmington Hills, Michigan 48336-1252	3	16-20 years
72	Barnby, Debbie	(216) 224-8564	6077 Pickway Dr, Brook Park, Ohio 44142-3045	2	more than 20 years
73	Barrow, Suzanne	(928) 242-3037	PO Box 3578, Show Low, Arizona 85902-3578	4	16-20 years
74	Bartlett, Billi	(501) 242-1640	409 Wall St, Morrilton, Arkansas 72110-4036	1	less than 1 year
75	Bartlett, Linda	(804) 337-0860	6725 Clark Rd, Powhatan, Virginia 23139-6419	3	11-15 years
76	Barzano, Vincent	(239) 206-9983	19722 Estero Pointe Ln, Fort Myers, Florida 33908-5514	2	11-15 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
77	Basco, Tedfie	(318) 453-9389	3703 Sligo Rd, Haughton, Louisiana 71037-8625	4	11-15 years
78	Bass, Sedric	(601) 658-5258	2405 Reverend Richard Wilson Dr, Kenner, Louisiana 70062-7700	1	less than 1 year
79	Bauer, Veronica	(712) 363-2272	842 33rd St, Spirit Lake, Iowa 51360-7717	5	more than 20 years
80	Baughman, Joe	(316) 941-4271	1901 N Saint Paul St, Wichita, Kansas 67203-1153	4	more than 20 years
81	Bayer, Bonnie	(815) 992-1938	1690 N 17th Rd Apt 6, Streator, Illinois 61364-9497	3	11-15 years
82	Beatty, Beth (Beatty, Beth)	(419) 656-9606	105 W Miami Trl, Sandusky, Ohio 44870-6156	2	16-20 years
83	Bebout, Lynne (Bebout, Karl)	(602) 908-7366	8533 E Grandview St, Mesa, Arizona 85207-4114	2	16-20 years
84	Bedard, Tim	(319) 290-6036	2529 Kate St, Waterloo, Iowa 50701-4340	2	11-15 years
85	Bedford, Christina	(443) 907-6937	300 Riverwoods Rd Apt 301, North East, Maryland 21901-5335	1	2 years
86	Belcher, Valetta	(937) 478-6243	4359 Bysville Blvd, Riverside, Ohio 45431-1003	4	more than 20 years
87	Belisle, Christina	(614) 817-3968	982 Village Green Ct, Newark, Ohio 43055-7216	3	2 years
88	Bell, Julie	(815) 988-6477	918 Waverly Way, Belvidere, Illinois 61008-9026	more than 5	11-15 years
89	Bellavia, Christine	(630) 605-5196	2230 N 60th St, Lincoln, Nebraska 68505-1141	4	2 years
90	Bennett, Emma	(414) 238-7012	5913 N 84th St, Milwaukee, Wisconsin 53225-2006	1	5-10 years
91	Bennett, Gloria	(704) 975-2751	PO Box 88, Huntersville, North Carolina 28070-0088	more than 5	16-20 years
92	Benson, David	(931) 209-7592	1716 Heselon Gully Rd, Whitesville, New York 14897-9605	3	16-20 years
93	Bentley, Melissa	(931) 338-4822	1113 Spencer Ave, Gallatin, Tennessee 37066-3951	1	5-10 years
94	Benton, Jan	(217) 853-9952	3322 E Lake Park Xing Unit 120, Appleton, Wisconsin 54915-5722	2	more than 20 years
95	Bergstresser, Jerry Mike	(703) 647-0406	3407 Hemmingstone Ct, Midlothian, Virginia 23113-4403	4	1 year
96	Bernier, Michael	(586) 365-9580	PO Box 1183, Moundsville, West Virginia 26041-3183	1	5 years
97	Berry, Anna	(336) 803-0496	3510 River Springs Ct, Greensboro, North Carolina 27410-8435	1	11-15 years
98	Bertoldo, Ricardo	(520) 482-7911	24212 N. 39th Ave Glendale, Glendale, Arizona 85310	1	1 year
99	Betlejewski, Christine	(314) 221-8652	2471 Hinsdale Dr, Kissimmee, Florida 34741-7759	1	5-10 years
100	Betron, Eric	(516) 426-5444	531 Redwood Dr, Cedarhurst, New York 11516-1029	more than 5	more than 20 years
101	Bevc, Joyce	(412) 848-7623	1210 Valley Hill Dr Apt Dd, Pittsburgh, Pennsylvania 15216-1059	1	more than 20 years
102	Bevely, Erica	(217) 622-4408	56 Bel Aire Dr, Springfield, Illinois 62703-4406	3	more than 20 years
103	Bezanilla-Hernandez, Melissa	(786) 734-1390	14028 SW 8th St, Miami, Florida 33184-3001	5	5-10 years
104	Bice, Cathy	(517) 436-3968	4990 W Carleton Rd, Adrian, Michigan 49221-9770	1	4 years
105	Bice, Natalie	(614) 735-8219	40 Wolfe Craft Dr SW, Etna, Ohio 43068-3394	4	16-20 years
106	Biddle, Monica	(262) 945-1175	3318 74th St, Kenosha, Wisconsin 53142-4422	3	4 years
107	Billings, Nancy	(217) 259-1682	4199 N County Road 280 E, Mattoon, Illinois 61938	2	more than 20 years
108	Bills, Faith	(631) 742-6614	328 Auburn Ave, Shirley, New York 11967-1631	1	5-10 years
109	Biron, Robin	(520) 227-6730	2670 Golden Eagle Dr, Sierra Vista, Arizona 85650-6868	4	5-10 years
110	Birchrong, Peggu	(931) 241-8277	315 Grassland Dr, Clarksville, Tennessee 37043-1706	5	11-15 years
111	Bistline, Terri	(928) 614-0920	1839 Merced Dr, Bullhead City, Arizona 86442-4717	2	16-20 years
112	Bivens, David	(603) 486-8650	PO Box 4204, Manchester, New Hampshire 03108-4204	3	11-15 years
113	Black, James	(774) 745-0045	12507 Rolling Rock Ct, Charlotte, North Carolina 28215-5025	2	3 years
114	Blackwell, Carolyn	(804) 678-9276	7706 Bakers Hill Rd, Chesterfield, Virginia 23832-9200	2	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
115	Blackwell, Danielle (Blackwell, Tommy)	(910) 610-7401	4805 Wildewood Rd, Bennettsville, South Carolina 29512-8710	2	11-15 years
116	Blair, Kimberly	(517) 404-2874	4731 Clyde Rd, Howell, Michigan 48855-6749	2	16-20 years
117	Blandford, Amy	(412) 310-5769	1333 11th Ave, Natrona Heights, Pennsylvania 15065-1112	2	more than 20 years
118	Blankenship, Amanda	(330) 284-2790	3426 31st St NE, Canton, Ohio 44705-4212	4	1 year
119	Blazer, Lisa	(330) 671-6371	224 Aqueduct St, Akron, Ohio 44303-2047	3	16-20 years
120	Blythe, James	(513) 505-0487	176 Lura Ln Peebles, Peebles, Ohio 45660	5	16-20 years
121	Bockholt, Julie (Bockholt, Michael)	(712) 899-0291	3814 Chippewa Ct, Sioux City, Iowa 51104-4305	2	11-15 years
122	Boertje, Lynn	(734) 502-7069	3029 Flora Ln, Wayne, Michigan 48184-1119	2	11-15 years
123	Bolen, Teresa	(540) 280-3301	127 Piper Cub Ln, Williamsburg, West Virginia 24991-7205	4	5-10 years
124	Bond, Abby	(517) 896-2073	24534 Ridgecroft Ave, Eastpointe, Michigan 48021-3461	1	more than 20 years
125	Bond, Randy	(618) 615-1145	404 E Hancock St, Steeleville, Illinois 62288-1613	2	more than 20 years
126	Bonitz, Diana	(570) 815-5627	631 Cherry St, Scranton, Pennsylvania 18505-1760	2	5-10 years
127	Bonom, Denise	(516) 459-2428	4 W Mill Dr Apt 2G, Great Neck, New York 11021-4022	1	more than 20 years
128	Booth, Rebecca	(231) 570-3150	6671 N Noffke Dr, Caledonia, Michigan 49316-8809	5	4 years
129	Borovoy, Christy	(858) 945-3010	1409 S Burchard Ave, Freeport, Illinois 61032-6205	2	11-15 years
130	Bostinto, Antonetta	(631) 626-7941	42 Willett Ave, Sayville, New York 11782-2320	more than 5	16-20 years
131	Boulden, Janysha	(410) 330-1307	5200 Astor Cir Unit 301, Cambridge, Maryland 21613-3873	2	1 year
132	Bowers, Peter	(978) 758-8425	830 Blackfriars Loop, Cary, North Carolina 27519-7023	1	more than 20 years
133	Bowles, Hwan	(813) 817-7987	4913 Bradford Ln, Tampa, Florida 33624-4301	more than 5	more than 20 years
134	Boyce, Carol	(912) 312-9442	1218 Northern Hills Ln, Norman, Oklahoma 73071-3884	5	11-15 years
135	Boykins, Michelle	(215) 869-0821	1247 E Durham St, Philadelphia, Pennsylvania 19150-2801	3	more than 20 years
136	Boyle, Neil	(267) 991-5256	2010 Beacon Hill Dr Unit 10, Holland, Pennsylvania 18966-2531	1	5-10 years
137	Bramm, Melissa	(815) 213-1644	1710 N Laurel Ave, Phoenix, Arizona 85007-1627	1	5-10 years
138	Brandes, Michael	(847) 732-1130	39W456 Juliet Dr, Elgin, Illinois 60124-8130	more than 5	16-20 years
139	Brant, Melissa	(720) 450-7052	34183 36th Ave, Paw Paw, Michigan 49079-8909	2	3 years
140	Bratton, Jim	(216) 466-1860	4502 Crowne Lake Cir Apt 2H, Jamestown, North Carolina 27282-8002	3	5-10 years
141	Brauer, Mark	(715) 216-0180	W10322 Koepenick Rd, Deerbrook, Wisconsin 54424-9648	2	1 year
142	Breen, Gloria	(603) 293-3778	10 Moulton St, Laconia, New Hampshire 03246-2541	1	16-20 years
143	Brennan, Matthew	(352) 250-4771	975 Ruby Ave SW, Vero Beach, Florida 32968-5860	2	more than 20 years
144	Brennan, Thomas	(502) 298-5047	2246 Beargrass Ave, Louisville, Kentucky 40218-3202	2	5-10 years
145	Brewer, Scott	(910) 995-2698	2124 Fayetteville Rd Ste E, Ste E, Rockingham, North Carolina 28379-4015	4	more than 20 years
146	Brim, Rhonda	(615) 881-5492	8007 Whites Creek Pike, Joelton, Tennessee 37080-8872	4	16-20 years
147	Brockman, Emilie	(531) 777-9874	14806 Pratt Ct Apt 102, Omaha, Nebraska 68116-6294	2	5-10 years
148	Bronson, Seth	(321) 231-0130	310 Klosterman Rd W, Palm Harbor, Florida 34683-1027	2	11-15 years
149	Brooks, Colleen	(708) 981-9070	3228 Fairview Ave, South Chicago Heights, Illinois 60411-5349	1	less than 1 year
150	Brooks, Tina	(352) 422-1600	5655 W Nobis Cir, Homosassa, Florida 34448-1601	2	5-10 years
151	Brown, Burney J (Brown Sr, Burney)	(917) 270-9361	2791 Richmond Ave, Staten Island, New York 10314-5882	3	more than 20 years
152	Brown, Charles	(585) 300-1078	PO Box 30345, Rochester, New York 14603-0345	2	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
153	Brown, George (Phillips, Rhonda)	(813) 618-0271	19206 Robin Perch Ln, Tampa, Florida 33647-3617	2	5-10 years
154	Brown, Jasmine	(716) 208-6279	13957 Mansarde Ave Apt 312, Hemdon, New York 14225	1	5-10 years
155	Brown, Kelly	(860) 977-7198	244 Burton St, Bristol, Connecticut 06010-4873	2	5-10 years
156	Brown, Kristin (Brown, Anthony)	(562) 277-7559	640 Adams Ave, Island, Kentucky 42350-2048	2	11-15 years
157	Brown, Raveen	(803) 369-1561	929 Drake St Apt C, Columbia, South Carolina 29209-1647	2	2 years
158	Brown, Rebecca	(910) 633-6968	205 Barefoot Rd, Fayetteville, North Carolina 28306-8204	3	more than 20 years
159	Brown, Shamari (Brown, Chea)	(804) 638-8361	4910 Wood Thrush Cir Apt 101, Henrico, Virginia 23231-2747	3	11-15 years
160	Brown, Shaun	(615) 821-6234	2800 Masons Ct, Spring Hill, Tennessee 37174-8225	3	3 years
161	Brown, Shirley	(571) 926-2232	PO Box 11038, Alexandria, Virginia 22312-0038	1	5-10 years
162	Brown, Terrell	(702) 817-2550	5519 Gemini Bridges St, Las Vegas, Nevada 89130-4996	4	5-10 years
163	Brown, Tracey	(516) 510-3634	1187 E 3rd Ave, Bay Shore, New York 11706-5535	3	16-20 years
164	Brown, Troy	(313) 319-5137	6420 W Muriel Dr, Glendale, Arizona 85308-3692	2	more than 20 years
165	Browning, Adam	(845) 300-0728	32 Gilmore Dr, Stony Point, New York 10980-1006	1	16-20 years
166	Browning, Christopher	(540) 316-1456	4209 Lakeview Pkwy, Locust Grove, Virginia 22508-5434	more than 5	16-20 years
167	Brozny, Geoff	(614) 448-1305	PO Box 481, Blacklick, Ohio 43004-0481	1	16-20 years
168	Bruce-Fila (Crowley), Janine	(443) 617-1140	4131 Little Rd, Whiteford, Maryland 21160-1507	3	16-20 years
169	Brunner, Diana	(440) 759-8981	27744 Osborne Rd, Columbia Station, Ohio 44028-9744	5	more than 20 years
170	Bruno, Thomas	(716) 378-5738	167 Front Ave, Salamanca, New York 14779-1454	3	more than 20 years
171	Brust, Susan	(914) 714-3516	21 Dante St, Larchmont, New York 10538-1608	4	more than 20 years
172	Bryan, Amy	(980) 433-2353	19608 Liverpool Pkwy, Cornelius, North Carolina 28031-4050	3	2 years
173	Bryant, Jessica	(606) 875-4524	69 Southport Ln, Bronston, Kentucky 42518-9603	4	more than 20 years
174	Bryant, Rae	(501) 349-9658	222 Teresa Ln, Lonoke, Arkansas 72086-3854	1	5-10 years
175	Bryant, Shera	(773) 633-4660	5225 W Quincy St, Chicago, Illinois 60644-4338	5	5-10 years
176	Buckley, Matthew	(843) 338-6348	105 Cammer Ave, Greenville, South Carolina 29605-1908	1	2 years
177	Bullard, Brittany (Gregory Jr, Michael)	(405) 441-7293	2901 N Westminster Rd Tlr 11A, Spencer, Oklahoma 73084-6407	3	2 years
178	Bullock, Sonya	(919) 525-4722	2108 Water Front Dr, Willow Spring, North Carolina 27592-7485	3	11-15 years
179	Burgess, Annmarie	(917) 716-4868	13 Schuele Dr, Wappingers Falls, New York 12590-2122	3	16-20 years
180	Burke, Bridget	(570) 590-4184	PO Box 73, Ashland, Pennsylvania 17921-0073	3	16-20 years
181	Burke, Tammy	(336) 971-8020	477 Simpson Rd, Stokesdale, North Carolina 27357-8210	4	16-20 years
182	Burkes, Henry	(850) 598-5684	202 Bradley Dr NE, Fort Walton Beach, Florida 32547-2813	2	5-10 years
183	Burns, Robert	(704) 477-9081	204 Chadwick Dr, Kings Mountain, North Carolina 28086-9201	4	more than 20 years
184	Burries, Michael	(217) 520-0434	955 W Marietta St, Decatur, Illinois 62522-1521	1	2 years
185	Burriess, Patti	(864) 933-2481	1010 Centerville Rd, Anderson, South Carolina 29625-1824	3	more than 20 years
186	Busen, Sonnet	(309) 269-4216	1418 25th St, Moline, Illinois 61265-3256	2	16-20 years
187	Bush, Chelsea	(218) 261-2303	PO Box 72, Naytahwaush, Minnesota 56566-0072	2	2 years
188	Butler, Denise (Toran, Charles)	(513) 969-3493	5456 Camelot Dr Apt 8, Fairfield, Ohio 45014-4055	2	11-15 years
189	Butler, Jeremy	(906) 225-0802	PO Box 1102, Marquette, Michigan 49855-1102	1	16-20 years
190	Butler, Lovetta	(757) 508-2822	301 Kass Ct Apt 10H, Newport News, Virginia 23608-2741	2	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
191	Butler, Michael	(917) 789-2385	711 Eastern Pkwy, Brooklyn, New York 11213-3493	1	5-10 years
192	Butters, Barbara	(615) 906-6339	1212 Bryant Perry Rd, Bethpage, Tennessee 37022-9128	3	11-15 years
193	Byalick, Sheldon	(917) 733-5889	2209 Knapp St Apt 5G, Brooklyn, New York 11229-5706	1	more than 20 years
194	Byatt, Therese	(352) 333-0063	1415 NW 202nd St, Newberry, Florida 32669-2173	3	5-10 years
195	Byrd, Ana	(410) 310-9778	11110 Branch Ct, Denton, Maryland 21629-3353	5	16-20 years
196	Byrd, Pamela	(475) 557-1545	100 Fulkerson Dr Apt 64, Waterbury, Connecticut 06708-1449	3	3 years
197	Byrne, Patrick	(630) 605-7883	3170 Trussler Ter, The Villages, Florida 32163-0017	2	16-20 years
198	Cabbell, Tayadra	(248) 640-1393	2185 Benthaven Dr, Bloomfield Hills, Michigan 48304-1430	more than 5	5-10 years
199	Cagle, Zachary	(828) 448-0769	PO Box 206, Rutherford College, North Carolina 28671-0206	2	16-20 years
200	Calderwood, Elizabeth	(509) 590-5504	1503 N Regal St, Spokane, Washington 99207-5361	4	11-15 years
201	Caldwell, Annmarie	(302) 270-5254	65 Talley Dr, Smyrna, Delaware 19977-4560	2	more than 20 years
202	Caldwell, Emily	(917) 349-3902	205 E 95th St Apt 24L, New York, New York 10128-4072	1	11-15 years
203	Camacho, Patricia	(419) 376-8180	1200 Alexa Dr, Winter Park, Florida 32789-5915	2	more than 20 years
204	Campbell, Lawrence	(914) 275-8469	237 Buttonwood Ave, Cortlandt Manor, New York 10567-4911	4	16-20 years
205	Campbell, Samuel	(517) 243-4120	3115 Appaloosa Way, Lansing, Michigan 48906-9070	3	more than 20 years
206	Campbell, Shawn	(814) 577-2017	106 Coleridge Ave, Altoona, Pennsylvania 16602-3108	2	16-20 years
207	Canady, Shanita	(313) 378-9113	33808 Kara Ct, Chesterfield, Michigan 48047-4381	1	16-20 years
208	Candell, Laura	(703) 581-3531	3639 Cape Romain Dr, Colorado Springs, Colorado 80920-4800	2	more than 20 years
209	Cannon, Courtney (Cannon, Steven)	(612) 202-3502	8690 Flamingo Dr, Chanhassen, Minnesota 55317-8558	3	16-20 years
210	Capelety, Alexsis	(501) 281-6191	144 Hilger Rd, Judsonia, Arkansas 72081-9655	2	more than 20 years
211	Cappiello, Ralph	(203) 231-0607	5 Stephen St, Derby, Connecticut 06418-2124	2	more than 20 years
212	Capri, Art	(845) 260-0464	16350 Fairway Woods Dr Apt 1805, Fort Myers, Florida 33908-5331	3	5-10 years
213	Caraballo, Christi	(910) 625-2296	110 Mount Moriah Church Rd, Whiteville, North Carolina 28472-6497	3	5-10 years
214	Cardinal, Chris	(480) 329-0423	714 W Willetta St, Phoenix, Arizona 85007-1936	2	more than 20 years
215	Cardoso, Alma (Cardoso, Paula)	(910) 214-4763	935 Parkersburg Rd, Garland, North Carolina 28441-9455	5	5-10 years
216	Carlin, Deborah	(314) 761-4271	7733 Forsyth Blvd Ste 1100, Saint Louis, Missouri 63105-1817	more than 5	11-15 years
217	Carnahan, Linda	(480) 599-8720	102 N Soho Pl, Chandler, Arizona 85225-5724	3	5-10 years
218	Carnes, Amanda	(865) 771-2668	3808 Guinnview Way, Knoxville, Tennessee 37931-2063	2	11-15 years
219	Carney, Jill	(865) 748-4000	6758 Kohlston Rd, Knoxville, Tennessee 37918-0904	2	more than 20 years
220	Carothers, Edward	(262) 422-0629	8301 N 107th St Unit E, Milwaukee, Wisconsin 53224-2574	3	16-20 years
221	Carpa, Douglas	(480) 202-5108	PO Box 27413, Tempe, Arizona 85285-7413	2	11-15 years
222	Carpenter, Cindy	(585) 233-7126	5206 Avon E Avon Rd, Avon, New York 14414-1401	3	more than 20 years
223	Carpenter, Edmund	(803) 476-6531	1509 N Waccamaw Dr, Murrells Inlet, South Carolina 29576-9131	2	less than 1 year
224	Carr, Sharona	(615) 680-4490	159 Cookeville Hwy, South Carthage, Tennessee 37030-1820	4	5-10 years
225	Carra-Denton, Darla	(316) 303-2710	2621 Fairmount Ave, Wichita, Kansas 67220-2410	4	4 years
226	Carrico, Joe	(931) 239-4812	PO Box 3594, Cookeville, Tennessee 38502-3594	3	11-15 years
227	Carroll, Samuel	(917) 587-8679	2560B Frederick Douglass Blvd, New York, New York 10030-2414	1	16-20 years
228	Carter, Gerald	(804) 971-6320	2780 Roanoke St, Christiansburg, Virginia 24073-2608	more than 5	16-20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
229	Castillo, Dolores	(831) 801-5176	2161 Bloomingdale Rd, Orum, North Carolina 28369-9637	1	2 years
230	Cavanaugh, Amy	(503) 812-6790	18750 Nestucca Dr, Cloverdale, Oregon 97112-9695	5	more than 20 years
231	Cazier, Colton	(385) 299-6816	167 E 2400 S Apt 2, South Salt Lake, Utah 84115-3107	2	5-10 years
232	Cecere, Jacklyn (Cecere, Mary)	(954) 325-1997	226 Rose Dr, Fort Lauderdale, Florida 33316-1046	1	16-20 years
233	Celestin, Joe	(954) 257-2703	3667 Carambola Cir N, Coconut Creek, Florida 33066-2441	5	11-15 years
234	Cervantes, Lavelle	(580) 699-1233	3002 NW Ferris Ave, Lawton, Oklahoma 73505-5126	5	11-15 years
235	Cervone, Thomas	(865) 414-6590	5912 Wassman Rd, Knoxville, Tennessee 37912-3056	5	11-15 years
236	Challender, Karyn	(360) 791-6199	PO Box 1222, Rainier, Washington 98576-1222	4	16-20 years
237	Chandonais, Beth	(920) 277-2528	420 E Coolidge Ave, Appleton, Wisconsin 54915-1974	4	16-20 years
238	Changsut, Maria	(603) 348-4125	1382 Vt Route 64, Williamstown, Vermont 05679-9199	more than 5	5-10 years
239	Channell, Traci	(815) 302-6234	8113 Bluestem Ave, Joliet, Illinois 60431-4001	1	11-15 years
240	Chapman, Lissa	(864) 325-8101	814 Olive St, Easley, South Carolina 29640-8931	3	11-15 years
241	Charonis, David	(412) 414-6520	1151 Freeport Rd PMB 104, Pittsburgh, Pennsylvania 15238-3103	1	5-10 years
242	Chapentier, Frank	(352) 727-8429	15419 SW 150th Loop, Lake Butler, Florida 32054-7647	2	5-10 years
243	Chatman, Takiya	(757) 846-3821	915 Emma Kate Ct, Newport News, Virginia 23605-1824	4	3 years
244	Chavez, Miguel	(575) 430-6532	907 Peach Cir, Tularosa, New Mexico 88352-2027	1	more than 20 years
245	Chavez, Robert	(219) 670-5031	11159 Ash Mountain St, Las Vegas, Nevada 89179-1205	2	11-15 years
246	Chavez, Yessenia	(509) 949-0122	1430 Rosenkranz Rd, Tieton, Washington 98947-9748	1	5-10 years
247	Chavez, Zachariah	(360) 441-9699	808 21st St Apt 350, Bellingham, Washington 98225-6439	1	2 years
248	Chericone, Andrea (Chericone, Den)	(208) 724-0593	2749 N Lancaster Dr, Boise, Idaho 83702-0640	3	more than 20 years
249	Chestnut, Brittany	(570) 290-6178	1924 Stanfield Dr, Brandon, Florida 33511-8700	2	4 years
250	Chidester, Larry	(870) 510-2135	1116 S Kentucky St, Pine Bluff, Arkansas 71601-6024	2	5-10 years
251	Chierchio, Joseph	(917) 817-7917	268 Granite Ave, Staten Island, New York 10303-2606	more than 5	more than 20 years
252	Chirico, Brandie	(570) 872-0370	145 S Lincoln Ave, Scranton, Pennsylvania 18504-2417	more than 5	11-15 years
253	Chriswell, Teela (Cunningham, Donna)	(417) 408-5086	3321 State Hwy Jj, Hollister, Missouri 65672	5	11-15 years
254	Chromy, Barb	(507) 440-3621	2904 8th Ave SW, Austin, Minnesota 55912-1295	3	16-20 years
255	Church, Pamela	(305) 783-0990	108 NE 16th Ave, Fort Lauderdale, Florida 33301-3859	2	4 years
256	Churchman, Brett	(607) 742-1847	315 Durston Ave, Syracuse, New York 13203-1328	2	16-20 years
257	Cicalla, Charles	(901) 283-1146	5711 N Morgan Ln, Chattanooga, Tennessee 37415-1512	1	less than 1 year
258	Cicero, Christine	(570) 851-8704	225 S Webster Ave Fl 1, Scranton, Pennsylvania 18505-3064	2	5-10 years
259	Cinkan, Sharon	(440) 552-8928	38241 Lake Shore Blvd Apt 704, Willoughby, Ohio 44094-7077	3	more than 20 years
260	Claggett, Walter	(850) 712-6510	4425 Devereux Dr, Pensacola, Florida 32504-7817	2	16-20 years
261	Clark, Lisa	(585) 813-3704	16208 Telegraph Rd, Holley, New York 14470-9379	2	16-20 years
262	Clark, Lonnie	(704) 614-6901	20709 Vivian Ln, Cornelius, North Carolina 28031-9722	1	more than 20 years
263	Clark, Rashaun	(252) 561-6343	646 Elm St, Belhaven, North Carolina 27810-1363	1	2 years
264	Clay, Gary	(224) 548-3919	2912 N Lewis Ave, Waukegan, Illinois 60087-2948	1	5-10 years
265	Clements, Cindy	(850) 797-8940	40 Windham Ave SE Apt 206, Fort Walton Beach, Florida 32548-5443	1	more than 20 years
266	Clements, Latasha	(336) 608-8640	PO Box 94, Eden, North Carolina 27289-0094	3	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
267	Clifton, Brandy	(618) 910-0448	113 E Maple St, Hartford, Illinois 62048-1114	3	5-10 years
268	Clifton, Cheryl	(816) 507-0427	7107 Sobbie Rd, Pleasant Valley, Missouri 64068-9002	1	11-15 years
269	Clinton III, Jack	(541) 999-0338	PO Box 518, Florence, Oregon 97439-0018	more than 5	11-15 years
270	Cloud, Christine	(352) 460-7264	121 E Pine St, Howey in the Hills, Florida 34737-3440	5	16-20 years
271	Coates, Carol	(928) 308-0900	1429 Short Point Ln, Prescott, Arizona 86305-2517	2	16-20 years
272	Coburn, Karen	(520) 406-4484	129 Buffalo Dr, Huachuca City, Arizona 85616-9705	2	5-10 years
273	Cohen, Lee (Cohen, Caroline)	(614) 588-4960	7915 Bridge Crossing Ct, Powell, Ohio 43065-6923	4	16-20 years
274	Cohn, Karen	(215) 983-4418	2609 Wood Ave Edgely, Bristol, Pennsylvania 19007	2	more than 20 years
275	Cohron, Tyson	(971) 710-9259	1870 SE Thompson Rd, Troutdale, Oregon 97060-9361	2	5-10 years
276	Colby-Phillips, Terri Jo	(629) 772-1428	306 Madison St, Clarksville, Tennessee 37041-0599	1	4 years
277	Coley, Lenora	(919) 709-8443	1908 Leggett Rd, Rocky Mount, North Carolina 27801-2809	2	16-20 years
278	Collins, Sherika	(850) 354-0070	5655 Doonesbury Way, Tallahassee, Florida 32303-6939	4	less than 1 year
279	Collins, Thomas	(603) 702-1480	406 Emerson Ave, Hampstead, New Hampshire 03841-2223	3	16-20 years
280	Colon, Santos	(605) 846-3039	PO Box 55, Mission, South Dakota 57555-0055	3	2 years
281	Colon, Zaida	(973) 280-1400	5 Fairview Rd, Woodbridge, Connecticut 06525-2615	3	16-20 years
282	Conley, Darius	(618) 744-8033	1105 N Koke Mill Rd, Springfield, Illinois 62711-8074	more than 5	4 years
283	Conley, Erika	(517) 420-3420	8651 Sunfield Hwy, Portland, Michigan 48875-9728	4	more than 20 years
284	Connors, James	(914) 419-2864	144 Lakeview Ave, Valhalla, New York 10595-1420	1	11-15 years
285	Connery, Kimberly (Connery, Thomas)	(847) 302-2579	330 E Beech Dr, Schaumburg, Illinois 60193-2906	4	more than 20 years
286	Cope, Laura	(804) 735-3754	5919 Scarlet Coat Pl, Moseley, Virginia 23120-1849	4	2 years
287	Copeland, Ladonna	(615) 681-1691	4461 Clarksville Pike, Nashville, Tennessee 37218-1505	1	5-10 years
288	Cordaro, Margaret	(585) 415-3978	4 Union St Apt A, Le Roy, New York 14482-1439	2	5-10 years
289	Cordova, Karen	(360) 773-5125	5000 NE 72nd Ave Apt 104, Vancouver, Washington 98661-8172	4	5-10 years
290	Cordova, Vincent	(215) 776-0035	6320 Keystone St, Philadelphia, Pennsylvania 19135-3344	4	5-10 years
291	Corll, Michele	(724) 312-8163	117 Alana Dr, Saxonburg, Pennsylvania 16056-8629	2	11-15 years
292	Corrao, Cory (Corrao, Anthony)	(414) 651-2277	N54W23803 Limestone Ct, Sussex, Wisconsin 53089-2126	2	5-10 years
293	Corsi, Cintia	(914) 240-6500	104 Woodland Ave, New Rochelle, New York 10805-2027	2	11-15 years
294	Cosello, Stacey	(623) 670-9696	9005 W Elm St Unit 4, Phoenix, Arizona 85037-1141	1	more than 20 years
295	Costello, Paul	(941) 549-1000	1306 Georgetown Cir, Sarasota, Florida 34232-2010	1	2 years
296	Cournoyer, Kris	(919) 609-4405	6622 Narrow Valley Way Apt 1105, Raleigh, North Carolina 27615-7555	5	5-10 years
297	Cox, Jesse	(870) 214-1536	2304 Heath Ln, Jonesboro, Arkansas 72401-0704	2	5-10 years
298	Crays, Shannon	(620) 305-9963	1351 90th Rd, Yates Center, Kansas 66783-6149	more than 5	11-15 years
299	Crews, Margaret	(843) 708-5330	1582 Hidden Bridge Dr, Mt Pleasant, South Carolina 29464-9788	2	16-20 years
300	Criscuoli, Joseph	(301) 802-6464	12806 Silverbirch Ln, Laurel, Maryland 20708-2515	4	16-20 years
301	Cristobal, Richard	(931) 637-6032	607 Mountain Cv, Columbia, Tennessee 38401-5598	2	5-10 years
302	Crocker, Selena (Crocker, Janice)	(503) 357-3285	2131 Quince St Apt 4, Forest Grove, Oregon 97116-2160	2	5-10 years
303	Croskey, Tracy	(757) 679-5972	1224 Bell Tower Arch, Chesapeake, Virginia 23324	3	5-10 years
304	Crouch, Chandra	(859) 940-2795	1884 Augusta Chatham Rd, Augusta, Kentucky 41002-9226	3	11-15 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
305	Crowe, Fran	(607) 591-4612	3265 Coventry Ln, Cortland, New York 13045-8800	4	11-15 years
306	Cruse, Lorraine	(314) 707-7742	21 Algonquin Dr, Millstadt, Illinois 62260-2301	4	more than 20 years
307	Cuello, Alejandro	(603) 892-6384	103 Choctaw Dr, Pikeville, North Carolina 27863-9529	3	5-10 years
308	Cuffee, Shari	(757) 944-0575	2031 Lyndora Rd, Virginia Beach, Virginia 23464	3	3 years
309	Cunningham, Catherine	(518) 992-9224	5 Applewood Dr Apt 19, Ballston Lake, New York 12019-1039	1	5-10 years
310	Cunningham, Connie	(828) 808-0015	133 Derbyshire Dr, Hendersonville, North Carolina 28792-2964	1	11-15 years
311	Cunningham, Linda	(928) 713-6125	12645 E Brumoso St, Dewey, Arizona 86327-7234	5	more than 20 years
312	Cunningham, Monica (Cunningham, Thomas)	(704) 516-1260	200 W 34th Ave # 646, Anchorage, Alaska 99503-3969	3	more than 20 years
313	Cunningham, Shaun	(203) 326-1746	53 Gristmill Ln, Pawling, New York 12564-1204	2	16-20 years
314	Cunningham, William	(515) 360-3592	8610 Ep True Pkwy Unit 13012, West Des Moines, Iowa 50266-8162	2	5-10 years
315	Czompoly, John	(567) 356-7778	425 Arlington St, Saint Marys, Ohio 45885-2802	2	less than 1 year
316	Dagnall, Jaclyn	(908) 208-6059	227 Locust Dr, Rocky Point, New York 11778-9526	1	5-10 years
317	Dalia, Robert	(516) 680-3922	20602 Emily Rd, Bayside, New York 11360-1480	4	more than 20 years
318	Damico, Lou	(520) 610-2914	3775 E Hans Dr, Gilbert, Arizona 85296-1384	4	11-15 years
319	Daniel, Xavier	(704) 726-5918	135 Wrangell Dr, Mooresville, North Carolina 28117-0060	4	1 year
320	Daniels, Atiya	(412) 245-0820	714 McMasters Ave, Turtle Creek, Pennsylvania 15145-1207	more than 5	3 years
321	Daniels, Jeffrey	(706) 537-0986	PO Box 72, Madisonville, Tennessee 37354-0072	1	11-15 years
322	Daniels, Lowell	(517) 388-8165	1606 Briarwood Dr, Lansing, Michigan 48917-1712	2	5-10 years
323	Daniels, Teresa	(904) 735-0226	452 Bostwick Cir, Saint Augustine, Florida 32092-0424	2	5-10 years
324	Darden, Deidre	(732) 672-1362	407 Canaan St, Upper Marlboro, Maryland 20774-8840	2	5-10 years
325	Dare, Jennifer	(702) 823-6175	5701 Burntwood Way, Las Vegas, Nevada 89108-4177	2	2 years
326	Daugstewicz, Barbara	(617) 721-5064	3 Mayfair Ln Apt 104, Nashua, New Hampshire 03063-7644	4	more than 20 years
327	Davenport, Sharon	(585) 236-6389	56 Pontiac St, Webster, New York 14580-3519	3	more than 20 years
328	David, Noah	(720) 212-7882	705 Lakewater Dr, Henrico, Virginia 23229-6261	2	less than 1 year
329	David, Trenton (Mendez, Jaclyn)	(805) 575-3854	12 White Rd Apt 5, Hogsburg, New York 13655-2198	2	3 years
330	Davidson, Ronnika	(615) 496-9674	1533 Benley St, Murfreesboro, Tennessee 37130-7603	2	3 years
331	Davis-Doud, Dianna	(641) 954-0416	438 N Sheridan Ave, Ottumwa, Iowa 52501-4334	1	5-10 years
332	Davis, Amy	(623) 203-8380	9305 W Windsor Blvd, Glendale, Arizona 85305-3380	3	11-15 years
333	Davis, April	(773) 682-7905	943 W 71st St, Chicago, Illinois 60621-1747	5	5-10 years
334	Davis, Austin	(229) 834-1303	128 Bear Creek Dr, Old Fort, Tennessee 37362-7691	2	3 years
335	Davis, Billie (Westenbarger, Chuck)	(580) 301-1523	204 N Coy Rd, Oregon, Ohio 43616-1828	1	5-10 years
336	Davis, Dexter	(267) 844-2108	68 W Caracas Ave, Hershey, Pennsylvania 17033-1416	1	3 years
337	Davis, Jake Digo	(757) 236-6160	5307 Roanoke Ave, Newport News, Virginia 23605-2507	1	4 years
338	Davis, Jessica	(504) 920-3687	2121 Bonnie Ann Dr, Marrero, Louisiana 70072-4842	3	4 years
339	Davis, John	(570) 575-8689	220 Maple Ave, Clarks Summit, Pennsylvania 18411-2240	3	16-20 years
340	Davis, Rose	(501) 743-0038	22 Paige Ave, Cabot, Arkansas 72023-3627	more than 5	2 years
341	Davis, Rusty	(586) 556-0296	32204 Alexa Dr, Commerce Township, Michigan 48390-5853	5	5-10 years
342	Davison, Jeffrey	(518) 534-9417	81 Miller Rd, Moores Forks, New York 12959-2417	2	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
343	Dawson, Damian	(618) 927-1175	1205 Whisper Way, Benton, Illinois 62812-1833	5	5-10 years
344	Day, Brenda	(815) 289-5652	4008 Tesa Rd, Rockford, Illinois 61109-3992	2	4 years
345	Day, Dakota	(309) 357-0062	384 W North St Apt A, Galesburg, Illinois 61401-3662	1	5-10 years
346	Day, Eric	(417) 818-2861	11 Holiday Ln, Buffalo, Missouri 65622-6474	2	5-10 years
347	Dean, Charlotte (Wan, Joan)	(917) 715-9227	651 Vanderbilt St Apt 4U, Brooklyn, New York 11218-7204	4	more than 20 years
348	Dean, Christopher	(443) 994-9445	1245 Avalon Blvd, Shady Side, Maryland 20764-9664	2	16-20 years
349	Debonis, Beverly	(828) 320-0403	1030 22nd Street Pl NE, Hickory, North Carolina 28601-4439	4	more than 20 years
350	Deckard, Chesre	(213) 944-5703	10916 W Esthner Ave, Wichita, Kansas 67209-1270	more than 5	5-10 years
351	Decker, Marina	(252) 339-9065	587 Old Hertford Hwy, Elizabeth City, North Carolina 27909-8104	5	more than 20 years
352	Defazio, Keith	(716) 514-3132	4991 Escapment Dr, Lockport, New York 14094-9748	5	more than 20 years
353	DeForge, Zachary	(906) 250-9005	125 Morgan St Apt B, Marquette, Michigan 49855-4123	3	11-15 years
354	Degenmaro, Helen	(347) 661-0565	1673 83rd Street, Brooklyn, New York 11214	2	11-15 years
355	Degenmaro, John	(203) 308-1620	1204 Main St, Branford, Connecticut 06405-3787	2	5-10 years
356	Degenstein, Jacey	(208) 819-7225	12390 W Devonshire Ave, Post Falls, Idaho 83854-7752	4	16-20 years
357	Degre, E Royal	(302) 387-3303	18 Gristmill Dr, Dover, Delaware 19904-1958	2	5-10 years
358	Dekkinga, Jody (Dekkinga, Ed)	(616) 481-3859	15114 Cross Creek Dr, Spring Lake, Michigan 49456-2713	3	more than 20 years
359	Dell, Sarah	(330) 328-2697	28547 Pierce St, Southfield, Michigan 48076-7315	4	5-10 years
360	Delorbe, Michelle	(518) 847-1897	50 Tallow Wood Dr, Clifton Park, New York 12065-2805	3	5-10 years
361	DeMarco, Michaelanne	(509) 860-5988	1345 SW Lost Trail Dr, Pullman, Washington 99163-5661	2	5-10 years
362	Demers, Rhonda	(906) 399-2889	506 S 15th St, Escanaba, Michigan 49829-3353	4	11-15 years
363	Demoss, Jessica	(330) 714-7907	1469 Climax Ave, Akron, Ohio 44310-1646	3	16-20 years
364	Deng, Alan	(503) 317-8199	13918 SE Foster Rd, Portland, Oregon 97236-4435	2	5-10 years
365	Descant, Julie	(301) 917-4899	3302 Bellflower Ct, Woodbridge, Virginia 22193-1527	1	less than 1 year
366	Desorcy, Kurt	(920) 810-0339	1707 S Driscoll St, Appleton, Wisconsin 54914-4829	1	11-15 years
367	Desrosiers, Mark	(423) 716-0498	2805 Blackburn Rd SE, Cleveland, Tennessee 37323-0536	1	5-10 years
368	Detter, Jared	(210) 452-6472	1524 Isler Cir NW, Canton, Ohio 44708-1875	more than 5	16-20 years
369	DeVaughn, Racheal (Tieman, Michael)	(801) 573-5052	931 E Carnation Dr, Sandy, Utah 84094-4532	3	5-10 years
370	Devries, Steven	(602) 316-2615	19819 S 192nd Pl, Queen Creek, Arizona 85142-4992	3	5-10 years
371	Dibble, Bridgette	(570) 916-8821	927 Memorial Ave, Williamsport, Pennsylvania 17701-4754	4	16-20 years
372	Dickinson, Lisa	(919) 339-5043	2601 Eight Iron Dr, Denver, North Carolina 28037-9261	2	4 years
373	Dilberto, Stephanie	(570) 460-9005	PO Box 596, Bushkill, Pennsylvania 18324-0596	1	3 years
374	Dillenbeck, Heather	(518) 424-2140	3001 Lower Gregg Rd, Schenectady, New York 12306-7429	5	more than 20 years
375	Dilligard, Eloise	(407) 790-8107	PO Box 160091, Altamonte Springs, Florida 32716-0091	1	3 years
376	Dinkel, Georgette	(631) 291-0945	236 8th Ave, West Babylon, New York 11704-3506	4	11-15 years
377	Dinkins, John	(321) 745-0957	2149 Barna Ave, Titusville, Florida 32780-4669	2	2 years
378	Diorio, James	(732) 921-9293	1208 Bella Vista Cir, Longwood, Florida 32779-5866	5	more than 20 years
379	Dollason, Henry	(843) 814-9324	110 Applebee Ct, Goose Creek, South Carolina 29445-7097	2	2 years
380	Dolph, Don	(313) 204-5401	44060 Durson St, Novi, Michigan 48375-1626	more than 5	16-20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
381	Donahoe, Joe	(815) 299-8963	1447 Millbrook Dr, Algonquin, Illinois 60102-2521	2	5-10 years
382	Dotton, Venezuela C.	(702) 533-2103	9303 Gilcrease Ave Unit 1134, Las Vegas, Nevada 89149-6110	4	11-15 years
383	Doucette, Nicole	(904) 429-6711	133 Queen Rd, Saint Augustine, Florida 32086-6135	1	less than 1 year
384	Doughty, Alesia	(704) 287-4436	239 Beach City Rd Apt 2322, Hilton Head Island, South Carolina 29926-4715	4	16-20 years
385	Dove, Nathaniel	(602) 717-9029	1812 E Erie St, Chandler, Arizona 85225-5249	1	4 years
386	Dover, Denise	(843) 371-6908	146 Camelot Dr, Goose Creek, South Carolina 29445-3122	4	11-15 years
387	Downey, Richard	(825) 988-6938	4632 Treeview Ter, Rockford, Illinois 61109-4132	3	16-20 years
388	Draper, Timothy	(610) 563-5691	305 Coreopsis Dr, Lancaster, Pennsylvania 17602-1136	4	5-10 years
389	Draughn, Lawanda	(252) 495-3890	2359 Beaver Creek Road, Greenville, North Carolina 27834	2	4 years
390	Dreher, Rachel	(360) 640-2596	890 Bogachiel Way, Forks, Washington 98331-9382	4	16-20 years
391	Driggers, Debbie (Driggers, Angela)	(704) 968-6511	6679 Bunker Hill Cir, Charlotte, North Carolina 28210-4200	3	11-15 years
392	Drolet, Kim	(603) 991-6086	20 Old Lincoln Ave, Lisbon, New Hampshire 03585-6509	more than 5	11-15 years
393	Drummond, Jarvette	(434) 422-6953	209 E Jackson St, Rich Square, North Carolina 27869-9510	4	11-15 years
394	Dugan Edwards, Denise	(618) 367-2122	1614 Community Beach Rd, Odin, Illinois 62870-2100	3	16-20 years
395	Duhme, Dale	(605) 310-6717	1116 E Plum Creek Rd, Sioux Falls, South Dakota 57105-7043	2	5-10 years
396	Duke, Dyonte	(413) 266-0873	1106 Bethel Rd, Chesapeake, Virginia 23324-3619	5	4 years
397	Dunaway, Lonnie	(309) 454-3090	1230 N Hershey Rd, Bloomington, Illinois 61704-3668	1	16-20 years
398	Duncan, Donna	(352) 895-0741	4741 E Fort King St, Ocala, Florida 34470-1502	1	5-10 years
399	Dunham, Leslie	(248) 760-4690	631 E Grand River Rd Apt A8, Laingsburg, Michigan 48848-9795	1	16-20 years
400	Dunn, Adam	(865) 249-5332	234 Woodlawn Pike, Knoxville, Tennessee 37920-3233	4	3 years
401	Dupont, Chasity (McGraw, Kimberly)	(814) 483-4389	5151 Front St, Jenners, Pennsylvania 15546-9602	2	5-10 years
402	Durst, Miranda	(814) 521-3309	620 9th St, Meyersdale, Pennsylvania 15552-1002	2	11-15 years
403	Durst, Thomas	(843) 730-3539	5183 Blair Rd, Summerville, South Carolina 29483-5298	more than 5	5-10 years
404	Dwyer, Erin	(724) 747-6247	183 Rush Rd, Camichaels, Pennsylvania 15320-1673	2	16-20 years
405	E Monk, Yolanda	(870) 872-2641	3903 Ryburn Rd, Pine Bluff, Arkansas 71603-8529	2	16-20 years
406	E Williford, Thomas	(210) 722-9187	117 Bryant Ave, Hampton, Virginia 23665-1918	4	11-15 years
407	Earles, Angela	(614) 571-3713	121 E 1st Ave, Plain City, Ohio 43064-1007	3	more than 20 years
408	Earls, Chris	(757) 348-1965	135 West St, Kenbridge, Virginia 23944-2020	2	11-15 years
409	Eaton, John	(480) 220-7118	7130 E Laguna Azul Ave, Mesa, Arizona 85209-4818	2	16-20 years
410	Eaton, Lincoln	(312) 607-8032	9020 Forestview Rd, Evanston, Illinois 60203-1913	2	11-15 years
411	Echols, Nodisha	(678) 691-7190	2423 Celosia Dr, Charlotte, North Carolina 28262-8111	3	4 years
412	Ecie, Marcus	(313) 622-5588	31984 Kelly Blvd, Brownstown, Michigan 48173-8633	1	3 years
413	Edinger (Stauffer), Tara	(724) 683-0540	4160 McGinnis Rd, Holly, Michigan 48442-8784	3	11-15 years
414	Eller, Richard (Eller, Richard)	(520) 861-3007	3628 W Camino de Caliope, Tucson, Arizona 85741-1139	4	16-20 years
415	Eller, Robert	(828) 302-3328	4120 Maynors Mhp Trlr 17, Hudson, North Carolina 28638-9528	3	more than 20 years
416	Elliott, Autumn	(330) 951-1940	186 Cascade Ct, Akron, Ohio 44304-1253	2	5-10 years
417	Elliott, Gail	(412) 670-8962	630 Jenne Dr, Pittsburgh, Pennsylvania 15236-2427	3	11-15 years
418	Elliott, Paul	(478) 508-2504	512 Homestead Dr, Nicholasville, Kentucky 40356-1191	1	less than 1 year

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
419	Ellis, Andi	(509) 406-3068	1281 W Goodlander Rd, Selah, Washington 98942-8889	2	5-10 years
420	Ellis, Hjordis	(702) 556-8124	770 W Lone Mountain Rd Apt 2145, N Las Vegas, Nevada 89031-3026	3	5-10 years
421	Ellis, Pamela	(352) 275-9822	715 SE 15th St, Gainesville, Florida 32641-7315	1	11-15 years
422	Ellis, Ronald	(479) 858-1051	4504 SR 27, Dover, Arkansas 72837-8114	4	11-15 years
423	Ellwood, James	(763) 286-3926	10717 County Road 37 NE, Albertville, Minnesota 55301-9660	2	1 year
424	Emmons, Bruce	(253) 736-4494	1960 Locust St, Butte, Montana 59701-4834	1	11-15 years
425	Endres, Leah (Kerrick, Judy)	(760) 774-0857	1201 N Evergreen Rd, Spokane Valley, Washington 99216-5094	2	16-20 years
426	Endzinas, Virginia	(239) 823-5578	4429 Poinsettia St, Fort Myers, Florida 33905-2907	1	16-20 years
427	Erchul, Alicia	(952) 237-3061	3667 Hartsfield Forest Cir, Jacksonville, Florida 32277-3852	1	16-20 years
428	Erdle, Conrad	(217) 971-3089	2 Beverly Hills Dr, Riverton, Illinois 62561-8125	1	16-20 years
429	Ervin, Evelyn	(313) 402-7967	13711 McElhattan Ave, Cleveland, Ohio 44110-2047	1	11-15 years
430	Erwin, Randall	(815) 383-9672	115 W North St, Waseka, Illinois 60970-1207	1	5-10 years
431	Eskridge, Trnette	(773) 940-7823	3623 173rd Ct Apt 6B, Lansing, Illinois 60438-1443	5	5-10 years
432	Eugene, Marsha (Wright, Michael)	(810) 869-1929	6202 Moreland Ln, Saginaw, Michigan 48603-2725	2	16-20 years
433	Eulberg, Jeanella	(414) 688-9038	7309 N Lannon Rd Uppr, Lannon, Wisconsin 53046-9704	1	3 years
434	Ewing, Angela	(618) 802-2118	3248 Charlotte Ct Apt A, Alton, Illinois 62002-4893	1	2 years
435	Eyink, Melanie	(419) 771-2077	1006 Prospect Ave, Van Wert, Ohio 45891-1531	4	5-10 years
436	Fabel, Jayme	(907) 351-9253	211 McCarrey St Unit 9, Anchorage, Alaska 99508-5807	1	3 years
437	Fagerman, Lynn	(616) 648-0796	1816 Lockmere Dr SE, Grand Rapids, Michigan 49508-6320	3	5-10 years
438	Falcione, Kristina	(970) 685-1103	947 Delphinus Pl, Loveland, Colorado 80537-3271	2	5-10 years
439	Falk, Bridget (Falk, Benjamin)	(316) 390-8622	7860 Raleigh St, Westminster, Colorado 80030-4424	2	4 years
440	Fankhauser, Christine	(402) 297-4944	15314 108th St, Louisville, Nebraska 68037-2304	more than 5	more than 20 years
441	Farley, Cheryl	(516) 404-7391	549 Arlington Dr, Seaford, New York 11783-1135	3	more than 20 years
442	Farrand, Kimberly	(702) 340-3797	100 Linewood Ave, Branford, Connecticut 06405-5305	2	5-10 years
443	Farrell, Amanda	(503) 809-1584	31888 NW Claxtar St, North Plains, Oregon 97133-7200	3	3 years
444	Farrell, Vickie	(302) 883-1313	10 Rollin Ct, Dover, Delaware 19901-7602	1	more than 20 years
445	Farris, Melvin	(405) 313-7999	16704 Aragon Ln, Oklahoma City, Oklahoma 73170-6729	2	5-10 years
446	Fasel, Holly	(503) 758-6439	2588 Firwood Lane, Forest Grove, Oregon 97116	1	more than 20 years
447	Faulkner, Carolyn	(910) 991-5277	711 Richardson St, Elizabethtown, North Carolina 28337-9730	5	more than 20 years
448	Faulkner, Melodie	(623) 745-5346	24108 W Blue Sky Dr, Wittmann, Arizona 85361-2737	1	16-20 years
449	Faulkner, Troy	(417) 327-2388	5 Marlin Ln, Buffalo, Missouri 65622-6522	4	more than 20 years
450	Fav, Timothy	(813) 545-1046	1510 W Clinton St, Tampa, Florida 33604-4640	2	more than 20 years
451	Fazio, Nicholas	(585) 409-5166	389 Thornell Rd, Pittsford, New York 14534-9738	1	11-15 years
452	Feitner, Aaron	(412) 400-2054	408 Hemlock Dr, New Cumberland, Pennsylvania 17070-2759	4	16-20 years
453	Fennell, Joyce	(267) 945-2946	1838 W Ruscomb St, Philadelphia, Pennsylvania 19141-1019	1	1 year
454	Fenton, Brittany	(708) 613-1822	4719 W Congress Pkwy, Chicago, Illinois 60644-5706	4	1 year
455	Ferguson, Mistie	(407) 592-3864	3119 Serendipity Way, Davenport, Florida 33896-8625	5	5-10 years
456	Ferry, Alicia	(402) 216-5743	9424 Sprague St, Omaha, Nebraska 68134-3839	1	11-15 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
457	Fertel, Larry	(716) 997-1375	13 Winterhall Rd, Orchard Park, New York 14127-2889	4	4 years
458	Fields, Stephanie (Minton, Joseph)	(352) 398-9221	13419 McIntosh Dr, Dade City, Florida 33525-5182	2	11-15 years
459	Figueroa, Christine	(845) 596-1012	524 Wolfboro Ln, Nashville, Tennessee 37221-6633	2	more than 20 years
460	Fillers, Jennifer	(854) 854-0306	618 10th Ave S, Surfside Beach, South Carolina 29575-3215	5	more than 20 years
461	Fisher, Laura	(254) 291-4608	835 Proffitt Springs Rd, Maryville, Tennessee 37801-1714	2	less than 1 year
462	Fisher, Rosemarie	(330) 842-1635	1921B Leighton Dr, Greenville, North Carolina 27834-4800	3	more than 20 years
463	Fitzpatrick, Eric	(562) 619-0322	425 Ruby St, Dickinson, North Dakota 58601-5864	5	11-15 years
464	Fleres, Joseph	(845) 551-9139	10 S Brae Rd, Goshen, New York 10924-2302	2	more than 20 years
465	Floersheim, Laura	(703) 853-7595	3449 Logstone Dr, Triangle, Virginia 22172-2056	5	more than 20 years
466	Flomen, Karen	(561) 252-1420	11095 Stone Creek St, Wellington, Florida 33449-8334	2	5-10 years
467	Flores, Jesus	(320) 321-2704	433 N 4th St, Milan, Minnesota 56262-2401	3	2 years
468	Ford, Aaron	(850) 274-7645	39 Gavin Rd, Crawfordville, Florida 32327-0205	3	2 years
469	Ford, Pamela Sue	(412) 523-7366	641 Atlantic Ave Apt E, McKeessport, Pennsylvania 15132-3713	2	16-20 years
470	Foster, Kelley	(860) 517-9132	79 Wayne Dr, Plainville, Connecticut 06062-2956	2	5-10 years
471	Fowler, Corneisha (Miller, Sharon)	(312) 599-0462	4252 W 14th St, Chicago, Illinois 60623-1293	3	3 years
472	Fralick, Michael	(540) 230-7091	408 Oasis Ct, Princeton, West Virginia 24740-3803	1	more than 20 years
473	Franco, Maria	(803) 290-0743	14 Gunter Park Rd, Wagener, South Carolina 29164-8303	3	1 year
474	Frank, Kellie	(925) 642-0931	14936 Dagger Falls Way, Caldwell, Idaho 83607-5457	4	4 years
475	Frantz, Laurie	(505) 920-1346	178 Ojo de la Vaca Rd, Santa Fe, New Mexico 87508-9569	1	3 years
476	Frazier, India	(843) 441-3341	153 Prescott Rd, Yemassee, South Carolina 29945-7406	5	5-10 years
477	Freeman, Verna	(703) 403-7058	16625 Tortola Dr, Accokeek, Maryland 20607-3361	1	more than 20 years
478	Freudenrich, Bill	(724) 994-8581	613 Pillow Ave, Cheswick, Pennsylvania 15024-1326	2	16-20 years
479	Frey, Jane	(859) 750-9931	2816 Lauren Meadows Dr, Hebron, Kentucky 41048-8144	4	11-15 years
480	Frieson, Jamar	(702) 917-2268	1828 Helen Ave, North Las Vegas, Nevada 89032-3703	3	5-10 years
481	Frisch, Linda	(410) 299-3292	1426 North Bend Rd, Jarrettsville, Maryland 21084-1336	2	more than 20 years
482	Frison-Cook, Dawn	(708) 218-1681	1441 Haverhill Dr Apt D, Wheaton, Illinois 60189-7547	1	16-20 years
483	Fromming, Courtney	(208) 303-0867	1101 Main St, Salmon, Idaho 83467-4322	1	3 years
484	Frongillo, Beth	(603) 828-8376	PO Box 388, North Hampton, New Hampshire 03862-0388	4	11-15 years
485	Fuller, Phyllis	(904) 562-8805	130 NE 9th Ave, Lake Butler, Florida 32054-1325	1	5-10 years
486	Furlone, Dan	(928) 301-0424	2911 N 111th Ln, Avondale, Arizona 85392-4240	4	11-15 years
487	Gagnon, Valerie	(401) 465-2624	20 Witala Dr, Charlestown, Rhode Island 02813-3635	2	2 years
488	Gaines, Angel	(424) 304-4028	6300 W Lake Mead Blvd, Las Vegas, Nevada 89108-6443	1	less than 1 year
489	Gaines, Terry	(360) 749-4599	3433 McNary Pkwy Apt 102, Lake Oswego, Oregon 97035-1094	2	3 years
490	Gainey, Thomas	(843) 910-0078	394 Brangus Ln, Cheraw, South Carolina 29520-5205	3	11-15 years
491	Gaj, Mary	(904) 333-2646	10757 Appaloosa Dr, Jacksonville, Florida 32257-1245	1	11-15 years
492	Gallagher, Jennifer	(316) 558-4611	314 E 15th St, Wellington, Kansas 67152-4211	3	less than 1 year
493	Gambale, Hilary	(703) 371-7116	5247 Pond View Ct, Indian Head, Maryland 20640-3751	2	11-15 years
494	Gangle, Lola	(602) 705-3408	5506 N 69th St, Omaha, Nebraska 68104-1509	3	11-15 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
495	Gannon, Andrew	(336) 684-4031	951 Locust St, Herndon, Virginia 20170-4950	1	5-10 years
496	Gardner, Jacqueline	(302) 604-4818	19 Bonnie Ln, Ellendale, Delaware 19941-9628	2	more than 20 years
497	Gargano, Anthony	(586) 405-0469	596 Primrose Hill Ave, Las Vegas, Nevada 89178-2410	1	11-15 years
498	Garnon, Jacqueline	(312) 501-2286	3914 W 84th St, Chicago, Illinois 60652-3242	3	11-15 years
499	Garris, Angela	(910) 995-4807	209 Northpoint Ave Unit H, High Point, North Carolina 27262-1007	2	5-10 years
500	Gart, Benjamin	(443) 465-1750	3229 Noss Dr, Manchester, Maryland 21102-1455	more than 5	11-15 years
501	Garzone, Nichole	(917) 504-6053	3018 Kingsbridge Ave Apt 2L, Bronx, New York 10463-5107	1	5-10 years
502	Gatlin, Crystal	(815) 348-0760	184 N 4th Ave Apt 1, Kankakee, Illinois 60901-3602	1	5-10 years
503	Gauckler, Jessica	(304) 620-3212	92 Georgia Ave, Charles Town, West Virginia 25414-4286	2	3 years
504	Gaul, Jessica	(712) 579-6177	1206 Durant St, Harlan, Iowa 51537-1216	4	3 years
505	Gauze, Michael	(252) 240-9686	144 Ridge Rd, Newport, North Carolina 28570-6832	3	more than 20 years
506	Gavenda Haynes, Maryanne	(315) 391-4137	1366 Jane Lacy Ln, New Smyrna Beach, Florida 32168-9200	2	11-15 years
507	Gay, Latasha	(423) 838-4349	705 Henderson Dr, Chattanooga, Tennessee 37411-2314	3	5-10 years
508	Gay, William	(931) 306-9302	615 Thomas Ave, Hohenwald, Tennessee 38462-1038	5	4 years
509	Gazawneh, Zaher	(708) 790-5062	14240 W Melbourne Pl, Lockport, Illinois 60441-6024	more than 5	less than 1 year
510	Gebelle, Tony	(520) 400-0704	9271 N Thrush Ct, Tucson, Arizona 85742-9464	1	16-20 years
511	Gebhardt, Josh (Gebhardt, Josh)	(309) 255-5653	1087 Township Road 200N, Lomax, Illinois 61454-8900	2	11-15 years
512	Geer, Deborah	(239) 292-6387	503 NE 19th Pl, Cape Coral, Florida 33909-2710	2	more than 20 years
513	Gelber, Stephanie (Gelber, Herschel)	(716) 983-7352	2140 Hopkins Rd, Getzville, New York 14068-1111	4	more than 20 years
514	Gelfand, Deborah	(561) 523-6350	7747 Cherry Blossom St, Boynton Beach, Florida 33437-5439	2	5-10 years
515	Gentry, Debra	(407) 739-3263	1205 Dove Dr, Orlando, Florida 32803-3022	2	more than 20 years
516	George, Don	(480) 203-9433	14959 W Wethersfield Rd, Surprise, Arizona 85379-5965	2	5 years
517	Gerard, Rebecca (Getard, Dustin)	(815) 656-0832	PO Box 372, Ashton, Illinois 61006-0372	3	5-10 years
518	Gesin, Dennis	(814) 463-7496	4330 Little Hickory Rd, Tionesta, Pennsylvania 16353-7039	1	less than 1 year
519	Giancursio, Michael	(585) 314-4134	48 Pamell Dr, Churchville, New York 14428-8906	5	more than 20 years
520	Gibbs, Douglas (Rivera-Gibbs, Chauna)	(708) 439-6081	425 W Smith St, Bonfield, Illinois 60913-6926	4	5-10 years
521	Gibbs, Thomasena	(803) 971-0578	502 Miracle Dr, Eutawville, South Carolina 29048-8868	5	11-15 years
522	Gibson, Michelle	(218) 232-1330	1290 County Road F W, Arden Hills, Minnesota 55112-2901	2	less than 1 year
523	Gibson, Shatia	(763) 503-9909	950 Alysheba Rd, Shakopee, Minnesota 55379-4926	2	3 years
524	Gilbert, George	(253) 579-3994	10519 Mount Tacoma Dr SW, Tacoma, Washington 98498-1839	1	11-15 years
525	Giles, Cameron	(216) 339-6168	2483 E 127th St, Cleveland, Ohio 44120-1020	4	5-10 years
526	Gilmore, Al	(305) 305-3787	6401 SW 116th Ct Apt G, Miami, Florida 33173-1758	2	less than 1 year
527	Gliniecki, Patti	(515) 991-1537	126 61st St, West Des Moines, Iowa 50266-8619	3	5-10 years
528	Godfrey, Jocelyn	(269) 788-5101	221 E Garfield Ave, Coldwater, Michigan 49036-9158	1	16-20 years
529	Godfrey, Jonathan	(443) 377-8977	2023 Singer Rd, Joppla, Maryland 21085-2009	2	5-10 years
530	Godfrey, Sherri	(561) 719-9745	25155 NE 133rd Ln, Fort Mc Coy, Florida 32134-9324	2	5-10 years
531	Goggans, Linda	(347) 844-2450	31 Woodlakes Rd, East Patchogue, New York 11772-6216	5	16-20 years
532	Gollach, Shirley	(906) 280-2911	1300 S 15th St, Escanaba, Michigan 49829-2924	3	16-20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
533	Gonzalez, Carmelo	(352) 586-8150	5 Zinnias Ct, Homosassa, Florida 34446-5628	2	more than 5 years
534	Gonzalez, David	(516) 288-8832	10715 156th St, Jamaica, New York 11433-1927	1	5-10 years
535	Goss, Daporschia	(708) 913-3948	548 Deborah Ln, Lynwood, Illinois 60411-4690	4	5-10 years
536	Goss, Marie	(540) 498-8118	6108 Mitzi Dr, Woodford, Virginia 22580-9634	4	11-15 years
537	Gottlieb, Howard	(614) 260-1071	6618 Camarillo Terrace Ln, Delray Beach, Florida 33446-5662	3	more than 20 years
538	Govan, Lakeisha	(803) 458-1549	PO Box 471, Mayesville, South Carolina 29104-0471	more than 5	11-15 years
539	Graff, Ann	(504) 615-8746	1072 Berkshire Dr, Pearl River, Louisiana 70452-6308	3	more than 20 years
540	Granite, Darlene	(814) 404-5015	3497 Main St, Karthaus, Pennsylvania 16845	1	5-10 years
541	Granite, Darrell	(814) 441-9995	PO Box 214, Karthaus, Pennsylvania 16845-0214	1	3 years
542	Grant, Erika	(860) 930-9426	602 Pine St, Bristol, Connecticut 06010-6952	4	more than 20 years
543	Grant, William	(608) 448-7884	4529 Turquoise Ln, Madison, Wisconsin 53714-2532	3	3 years
544	Graves, Beverly	(973) 769-8347	2908 Shipec Rd, Mascot, Tennessee 37806-1821	3	16-20 years
545	Graves, Monique	(773) 571-9615	4912 W Adams St Apt 2, Chicago, Illinois 60644-4445	1	5-10 years
546	Gray, Lanita (Gray, Anthony)	(708) 227-2212	7501 Scupper Dr, Hanahan, South Carolina 29410-8292	5	more than 20 years
547	Green, Angela	(541) 263-1644	402 W North St, Enterprise, Oregon 97828-1043	2	3 years
548	Green, Caryn	(989) 252-2471	2530 25th St, Bay City, Michigan 48708-7618	4	11-15 years
549	Greene, Sharon	(704) 562-8438	7301 Fallow Ln, Charlotte, North Carolina 28273-9614	more than 5	more than 20 years
550	Greenley, David	(612) 810-7626	27276 110th St NW, Zimmerman, Minnesota 55398-4368	1	3 years
551	Gregersen, Matthew (Stangler, David)	(801) 889-8560	723 S 800 W, Brigham City, Utah 84302-3075	4	11-15 years
552	Gregory, Amber	(843) 999-6139	403 71st Ave N Apt 7, Myrtle Beach, South Carolina 29572-3636	1	16-20 years
553	Greig, Julie	(209) 559-1799	600 Newport Ln, Reno, Nevada 89506-8607	1	4 years
554	Grimwood, Jaime	(602) 561-4066	1616 W Clarendon Ave, Phoenix, Arizona 85015-5517	3	5-10 years
555	Grisko, Sandra	(630) 738-6062	1112 N Yale Ave, Villa Park, Illinois 60181-1056	2	more than 20 years
556	Grooms, Janelle	(719) 431-3941	1865 Brookside Ave, Canon City, Colorado 81212-9439	5	16-20 years
557	Grove, Robyn	(614) 832-4549	4275 Winterring St, Hilliard, Ohio 43026-1040	4	more than 20 years
558	Gruillon, Joanne	(305) 978-8095	1201 NE 180th St, North Miami Beach, Florida 33162-1319	5	11-15 years
559	Grunenwald, Rebecca (Croto, Iain)	(518) 727-4822	853 Vischer Ave, Schenectady, New York 12306-3911	2	5-10 years
560	Grupe, Kelly	(217) 821-6736	7778 E 1000th Ave, Altamont, Illinois 62411-2508	3	more than 20 years
561	Guarino, Theresa	(978) 771-0318	15 Morrison Rd, Raymond, New Hampshire 03077-2474	3	more than 20 years
562	Guensburg, Beverly	(715) 305-2069	1006 Arlington St, Marshfield, Wisconsin 54449-3537	1	4 years
563	Guentzel, Gail	(970) 618-9199	1428 Anvil View Ave, Rifle, Colorado 81650-3660	3	5-10 years
564	Gutierrez, Brenda	(530) 917-7566	46751 Highway 60, Salome, Arizona 85348-3682	2	3 years
565	Gwaltney, Troy	(847) 445-2088	11823 26th Ave, Pleasant Prairie, Wisconsin 53158-4615	1	5-10 years
566	Haagenson, Jeffrey	(530) 604-1444	2726 SE 73rd Ave, Portland, Oregon 97206-1132	more than 5	16-20 years
567	Habler, Veda	(708) 714-0330	421 N Jackson Blvd, Hillside, Illinois 60162-1343	1	2 years
568	Hadfield, Evonne	(208) 818-2482	3622 S Greensferry Rd, Coeur D Alene, Idaho 83814-9295	3	16-20 years
569	Haggerty, Wendy (Haggerty, James)	(570) 351-4221	1530 N Washington Ave, Scranton, Pennsylvania 18509-2362	4	5-10 years
570	Haight, Mary	(231) 690-6366	1103 N Hillside Dr, Ludington, Michigan 49431-1276	5	16-20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
571	Hall, Dorothy	(616) 706-1232	1009 W Main St, Middleville, Michigan 49333-9142	2	5-10 years
572	Hall, Rodney	(215) 694-3097	1 Johns Rd, Cheltenham, Pennsylvania 19012-1808	3	more than 20 years
573	Hall, Scott	(443) 721-8990	3918 Wilke Ave, Baltimore, Maryland 21206-5542	2	5-10 years
574	Halliburton, Kayla	(313) 246-5967	12128 Plainview Ave, Detroit, Michigan 48228-1085	4	3 years
575	Halligan, Heather	(616) 822-3117	2875 Northville Dr NE, Grand Rapids, Michigan 49525-1791	1	more than 20 years
576	Halpin, Brian	(610) 704-3020	6975 Walnut St, Northampton, Pennsylvania 18067-9051	1	5-10 years
577	Ham, Bonita	(980) 439-0824	6431 Elmwood Cir, Charlotte, North Carolina 28214-2019	5	5-10 years
578	Hamilton, Amber	(570) 582-0094	960 Centre St, Freeland, Pennsylvania 18224-1437	4	5-10 years
579	Handel, Jill	(401) 302-4269	22 Pear St, Portsmouth, Rhode Island 02871-1240	2	5-10 years
580	Hannig, Wolfgang	(520) 310-1668	16653 W Central St, Surprise, Arizona 85388-1181	2	5-10 years
581	Hapanovich, Nicole	(847) 322-9721	811 Big Bear Trl, Cary, Illinois 60013-3303	2	2 years
582	Hardiman, Leone	(615) 295-0898	130 Overlook Pl, Columbia, Tennessee 38401-4976	3	5-10 years
583	Hardiman, Stacie (Hardiman, Miles)	(937) 408-3005	2917 Balsam Dr, Springfield, Ohio 45503-1211	3	1 year
584	Hardin, Jacob	(815) 592-5424	346 W River St, Bourbonnais, Illinois 60914-1838	5	16-20 years
585	Harding, Edward	(904) 652-9934	1000 Drakefeather Dr, Orange Park, Florida 32065-5209	5	16-20 years
586	Harnis, Kirk	(810) 941-7907	4805 Starville Rd, China, Michigan 48054-3018	3	16-20 years
587	Harper, Arshon	(313) 573-0173	7356 Warwick St, Detroit, Michigan 48228-3388	1	more than 20 years
588	Harper, Jennifer	(330) 696-7886	905 Halcyon Dr, Coventry Township, Ohio 44319-2119	4	5-10 years
589	Harper, Marcus	(615) 878-8727	7009 Lenox Village Dr Apt 307, Nashville, Tennessee 37211-7166	4	5-10 years
590	Harper, Michayla	(615) 979-8524	2023 Hickory Brook Dr, Hermitage, Tennessee 37076-0907	1	5-10 years
591	Harrell, Darrick	(803) 420-2946	717 Carter Ln, Camden, South Carolina 29020-8992	5	3 years
592	Harris, Bobby	(702) 280-6133	1004 New Creek Ave, Henderson, Nevada 89015-3709	2	more than 20 years
593	Harris, Christy	(931) 409-0197	260 Toliver Lake Rd, Manchester, Tennessee 37355-4355	2	more than 20 years
594	Harris, Cindy	(615) 861-0876	1427 Coleman Rd, Franklin, Tennessee 37064-7421	3	16-20 years
595	Harris, Darrell	(918) 370-4536	1723 S 147th West Ave, Sand Springs, Oklahoma 74063-4452	2	5-10 years
596	Harris, E (Harris, Lajuan)	(281) 384-2199	2065 S Cherokee St Unit 214, Denver, Colorado 80223-3943	3	11-15 years
597	Harris, Larry	(702) 556-8538	910 Maple St, Kearney, Missouri 64060-7541	4	more than 20 years
598	Harris, Mark	(602) 405-7125	26839 N 46th Pl, Cave Creek, Arizona 85331-6689	3	4 years
599	Harris, Patisa	(773) 849-7825	316 Stratford Pl Apt 21, Bloomingdale, Illinois 60108-2366	1	5-10 years
600	Harrison, Elizabeth	(330) 316-0566	8420 Columbus Rd NE, Louisville, Ohio 44641-9767	2	2 years
601	Harrod, Ashley	(719) 660-4604	7627 Sun Prairie Dr, Colorado Springs, Colorado 80925-9568	4	3 years
602	Hartsell, Jason	(509) 998-1438	2309 W Blue Quail Ct, Deer Park, Washington 99006-9493	5	5-10 years
603	Harvey, Denise	(419) 202-5501	1810 Clay St, Sandusky, Ohio 44870-4509	4	11-15 years
604	Harvey, Jacqueline	(509) 316-6652	816 E Clay St, Dayton, Washington 99328-1439	3	4 years
605	Harvey, Johnna	(410) 215-3919	2737 Meadow Tree Dr, White Hall, Maryland 21161-9507	5	11-15 years
606	Haselhuhn, Sandra	(970) 852-7485	89 W Bonanza Pl, Battlement Mesa, Colorado 81635-9472	2	2 years
607	Hatcher, Candy	(850) 748-3593	7720 Lake Seminole Rd, Sneads, Florida 32460-3820	3	5-10 years
608	Hatfield, Amber (Hatfield, Timothy)	(423) 871-0669	PO Box 313, La Follette, Tennessee 37766-0313	5	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
609	Hauck, Nancy	(240) 671-8108	8625 Sharpsburg Pike, Fairplay, Pennsylvania 21733-1148	2	2 years
610	Haury, Devin	(360) 584-7966	22317 Autumnwood Ct SE, Yelm, Washington 98597-9015	4	less than 1 year
611	Haynes, Fredrick	(580) 730-0029	12444 NW 10th St Ste 202 PMB 523, Yukon, Oklahoma 73099-5845	more than 5	5-10 years
612	Hays, Cheryl	(530) 249-3586	145 Terrie Dr, Winston Salem, North Carolina 27107-8835	4	less than 1 year
613	Heater, Kimberly	(458) 225-2269	111 Onyx St Apt 1, Eagle Point, Oregon 97524-9684	3	3 years
614	Heath, Christopher	(806) 433-4014	1307 Highland Way, Duncan, Oklahoma 73533-3839	3	3 years
615	Heavey, Thomas	(954) 547-2818	4403 SW 24th Ave, Ft Lauderdale, Florida 33312-5711	2	16-20 years
616	Hebert, Annetra	(318) 447-9108	PO Box 703, Mansura, Louisiana 71350-0703	3	5-10 years
617	Heck, Amelia	(954) 461-9954	333 NW 6th Ct Apt 1, Pompano Beach, Florida 33060-5580	5	1 year
618	Heer, Beth	(828) 226-5875	294 Seton Rd, Lake Lure, North Carolina 28746-6214	3	more than 20 years
619	Hegarty, Amanda	(774) 320-5284	9 Moose Rd, Jefferson, New Hampshire 03583-6805	3	5-10 years
620	Heider, Christine	(814) 241-4864	133 Hemphill Rd, Lexington, South Carolina 29072-6934	5	more than 20 years
621	Heisz, Andrew	(651) 443-2902	2701 Grand Ave S, Minneapolis, Minnesota 55408-1464	2	2 years
622	Helton, Michelle	(803) 319-3043	500 Carlen Ave Apt 1214, Lexington, South Carolina 29072-4224	4	less than 1 year
623	Hendricks, Cody	(309) 256-5403	2400 Court St, Pekin, Illinois 61554-5307	5	5-10 years
624	Hendricks, Jon	(309) 333-7008	516 Bandy Ave, Galesburg, Illinois 61401-3220	3	4 years
625	Hengel, Melinda	(414) 430-0557	10 Duxbury Ln, Bluffton, South Carolina 29909-5046	2	5-10 years
626	Henggeler, Melanie	(816) 390-6420	40421 Iris Trl, Barnard, Missouri 64423-8105	5	5-10 years
627	Hensley, James	(828) 301-4506	19 Kyles Ct, Asheville, North Carolina 28806-9670	more than 5	16-20 years
628	Herbststein, Leandro (Merlis, Vanessa)	(917) 685-1746	290 9th Ave Apt 15F, New York, New York 10001-5731	more than 5	11-15 years
629	Hernandez, Angela	(859) 553-5626	921 Pinoak Dr, Nicholasville, Kentucky 40356-1363	2	16-20 years
630	Hernandez, Felix	(708) 776-3402	3204 S 54th Ct, Cicero, Illinois 60804-3931	more than 5	3 years
631	Herrmann, Robert (Jervis, Peter)	(215) 426-5198	2615 Belgrade St, Philadelphia, Pennsylvania 19125-3801	1	11-15 years
632	Hes, Ronald (Hes, Mary)	(616) 914-1444	645 Denning St SE, Grand Rapids, Michigan 49507-3205	5	16-20 years
633	Hester, Michael	(716) 444-1068	1356 State Route 28, Warrensburg, New York 12885-5612	4	16-20 years
634	Heyward, Dawn	(803) 942-6164	843 Folk St E, Fairfax, South Carolina 29827-6155	2	3 years
635	Highley, Cat (Highley, Travis)	(609) 858-4720	2101 W Route 66 # A6, Flagstaff, Arizona 86001-8439	4	11-15 years
636	Hildebrand, Barbara	(443) 454-8084	872 Adobe Flat Dr, Henderson, Nevada 89011-1826	3	5-10 years
637	Hill, Effie	(515) 351-7334	2053 Dana Ave, Fort Dodge, Iowa 50501-8732	3	11-15 years
638	Hilliard, Rich	(815) 557-1437	2065 Mark Cir, Bolingbrook, Illinois 60490-4916	5	5-10 years
639	Hines, Sarel	(202) 725-3572	524 Kenyon St NW Apt 12, Washington, District of Columbia 20010-2923	3	2 years
640	Hitz, John	(773) 505-9156	5744 S Central Ave, Chicago, Illinois 60638-3709	3	16-20 years
641	Hockett, Winnie	(850) 324-2797	10423 Cedar Creek Dr, Pensacola, Florida 32506-7203	3	more than 20 years
642	Hogan, Suzanne	(734) 718-2536	9905 Blackburn St, Livonia, Michigan 48150-2806	4	16-20 years
643	Holbrook, Pamela	(815) 474-5290	1356 S 3rd Ave, Kankakee, Illinois 60901-4913	2	4 years
644	Hollen, Amy	(618) 240-5020	112 Columbus Dr, Mount Carmel, Illinois 62863-2620	3	5-10 years
645	Holliday, Larondo	(270) 218-8135	139 Hammonsville Jonesville Rd, Magnolia, Kentucky 42757-7633	3	1 year
646	Holloway Sr, James C	(901) 229-1895	4026 Stillwood Dr, Memphis, Tennessee 38128-3060	1	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
647	Holmes, Keyola	(584) 357-2821	2624 Hamilton St, New Orleans, Louisiana 70118-1623	2	4 years
648	Holmes, Sarah	(330) 221-7288	348 Manning Dr, DeKalb, Illinois 60115-9502	2	16-20 years
649	Holsapple, Jennifer	(239) 910-4295	608 SW 4th Ter, Cape Coral, Florida 33991-1925	more than 5	16-20 years
650	Holt, Jennifer	(240) 626-6721	1048 Louisville Pl Apt 20314, Columbus, Ohio 43240-1544	3	5-10 years
651	Holt, Ken	(702) 460-7913	8414 Farn Rd Ste 180, Las Vegas, Nevada 89131-8007	2	2 years
652	Homann, Donna	(217) 235-3603	3421 Dewitt Ave, Mattoon, Illinois 61938-2274	2	16-20 years
653	Honaker, Karen	(309) 292-5777	953 35th Ave, Rock Island, Illinois 61201-6716	2	5-10 years
654	Hoover, Vonda	(704) 232-3213	PO Box 582, Salisbury, North Carolina 28145-0582	2	5-10 years
655	Hopkins, Angella	(804) 217-4336	5762 Swanson Rd, Richmond, Virginia 23225-7337	2	11-15 years
656	Horaek, Ann	(208) 400-1336	244 Hardy Ln Id, Orofino, Idaho 83544	5	3 years
657	Horne, Aaron	(843) 517-3160	24747 Highway 9, Mount Croghan, South Carolina 29727-9686	2	11-15 years
658	Horning, Pam	(607) 425-6938	3175 Pisgah Rd, Troy, Pennsylvania 16947-8687	3	11-15 years
659	Horton, Rilla	(606) 872-7437	643 Moriah Church Rd, London, Kentucky 40741-7633	3	5-10 years
660	Hosea, Denise	(319) 572-6233	911 Maplewood Dr Apt 9, Cedar Falls, Iowa 50613-5360	3	3 years
661	Hotzel, Natalie	(435) 215-8461	2090 Keenan Way, Pahrump, Nevada 89048-7603	4	5-10 years
662	Houlihan, Brian	(570) 445-1171	111 3rd St, Blakely, Pennsylvania 18447-1014	4	5-10 years
663	Houlberg, Stacy	(641) 954-0056	218 Oakwood Ave, Ottumwa, Iowa 52501-1937	4	11-15 years
664	Howard, Janet	(248) 867-8661	3449 Crandon Dr, Davison, Michigan 48423-8407	5	more than 20 years
665	Howard, Trevor	(951) 313-2286	4656 W Townley Ave, Glendale, Arizona 85302-5242	more than 5	11-15 years
666	Howarth, Roxanne (Arimura, Andrea)	(847) 707-6728	5489 W Big Spring Dr, West Jordan, Utah 84081-5959	4	more than 20 years
667	Howell, Elizabeth	(319) 464-2378	PO Box 232, Pomeroy, Iowa 50575-0232	4	1 year
668	Hoyer, Shane	(715) 299-9666	N6728 Helbling Rd, Black River Falls, Wisconsin 54615-5424	more than 5	3 years
669	Huddleston, Adam	(318) 528-9070	764 Heron Cir, Alexandria, Louisiana 71303-9729	4	5-10 years
670	Hudson, Eva	(864) 903-6243	101 Wagener Cir, Walhalla, South Carolina 29691-1829	3	less than 1 year
671	Hudson, Kimberly	(949) 478-9641	6308 Panther Ln Apt H11, Fort Myers, Florida 33919-5305	3	2 years
672	Huey, Amanda (Huey, Matthew)	(501) 249-0384	1131 Mulligan Ln, Malvern, Arkansas 72104-6365	4	2 years
673	Hughes, Stephaine (Hughes, Jason)	(575) 491-9133	909 Copper Rose Ct SE, Albuquerque, New Mexico 87116-1223	3	more than 20 years
674	Hughey, Michelle	(909) 276-0411	PO Box 255, Baxter Springs, Kansas 66713-0255	1	2 years
675	Hull, Cade	(402) 659-1563	8219 City Center Dr Apt 610, La Vista, Nebraska 68128-2778	more than 5	5-10 years
676	Humphreys, Heidi	(410) 382-4621	3696 Steltz Rd, New Freedom, Pennsylvania 17349-9277	2	more than 20 years
677	Hundley, Lisa	(336) 287-0620	5916 Mineral Springs Ct, High Point, North Carolina 27265-3262	2	5-10 years
678	Hunsley, Megan	(217) 825-6707	116 N Church St, Chatham, Illinois 62629-1361	5	5-10 years
679	Hunt, Jalen	(309) 706-4950	1005 Four Seasons Rd Unit 301, Bloomington, Illinois 61701-6026	more than 5	less than 1 year
680	Hunt, Jerry	(619) 873-5901	92-837 Puhoho St, Kapolei, Hawaii 96707-3773	2	5-10 years
681	Hurbanis, Kevin	(612) 481-2624	5429 3rd Ave S, Minneapolis, Minnesota 55419-1419	4	3 years
682	Hurst, Jessica	(619) 405-8620	469 N Larch St, Sisters, Oregon 97759-0139	1	16-20 years
683	Hustis, Adele	(773) 849-1505	4310 N Keystone Ave Apt 2A, Chicago, Illinois 60641-2127	1	5-10 years
684	Hutchinson, Jennifer	(501) 428-3452	33 Snowden Cir, Greenbrier, Arkansas 72058-9605	more than 5	16-20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
685	Hutchinson, Michelle (Hutchinson, Miguel)	(914) 456-4434	1848 Gettysburg Rd, Virginia Beach, Virginia 23464-8763	4	more than 20 years
686	Hutto, Dezae	(803) 762-4409	359 Gardner Dr NE, Fort Walton Beach, Florida 32548-5138	1	3 years
687	Hylton, Juvane	(305) 733-7379	1169 Heron Ave, Miami Springs, Florida 33166-3118	3	2 years
688	Hysell, Robert	(740) 516-3300	3395 Babbs Rd, Nashport, Ohio 43830-9310	1	4 years
689	Igartua, Hattie (Igartua, Richard)	(702) 372-5560	PO Box 337551, North Las Vegas, Nevada 89033-7551	4	5-10 years
690	Ireland, Judith	(941) 685-0486	608 Eagle Pl, Nokomis, Florida 34275-2522	4	11-15 years
691	Ivory, Latoya	(901) 279-1327	2294 Ridgeway Road, Memphis, Tennessee 38119	1	2 years
692	Jackson, Kellie	(407) 334-0810	2316 Grand Central Pkwy Apt 6, Orlando, Florida 32839-5036	2	3 years
693	Jackson, Mary	(646) 384-9890	95 County Road N6412 Lot 212, St Johns, Arizona 85936	1	less than 1 year
694	Jackson, Stephanie	(309) 714-2055	535 N College Ave, Geneseo, Illinois 61254-1018	1	11-15 years
695	Jacobs, Mary (Jacobs, William)	(480) 338-8588	4133 S Ellesmere St, Gilbert, Arizona 85297	4	11-15 years
696	Jacobs, Pam	(479) 841-5253	3072A Carley Rd, Springdale, Arkansas 72762-6814	2	more than 20 years
697	Jacque, April	(702) 539-9695	4209 Narada Falls Ave, N Las Vegas, Nevada 89085-4464	2	11-15 years
698	James, Patrick	(252) 933-4534	2324A Sadler Dr, Winterville, North Carolina 28590-9868	2	5-10 years
699	Jamison, Mary	(804) 914-1180	2909 Tinsberry Dr, South Chesterfield, Virginia 23834-5121	1	more than 20 years
700	Jarvis, Carissa	(815) 441-7088	510 Maple Ln, Sterling, Illinois 61081-3154	4	4 years
701	Jaske, Carrie	(865) 206-6044	1941 Neal Dr, Sevierville, Tennessee 37876-1947	2	11-15 years
702	Jefferson, Shawanda	(504) 248-0536	1640 Casa Calvo St, New Orleans, Louisiana 70114-2922	2	3 years
703	Jenc, Timothy	(517) 819-8129	120 W Ridge St, Owosso, Michigan 48867-4435	4	5-10 years
704	Jenkins, Jason	(608) 451-5492	2227 Sunrise Dr, La Crosse, Wisconsin 54601-6856	1	4 years
705	Jenkins, Joy (Jenkins, Edna)	(301) 885-8287	11366 Rockspray Ct, Waldorf, Maryland 20601-2660	2	more than 20 years
706	Jenkins, Shadana	(240) 676-0489	15 Crosswood Ct, Burtonsville, Maryland 20866-1359	4	11-15 years
707	Jett, Curtis	(812) 564-1164	117 Sterling Ct Apt 8204, Savoy, Illinois 61874-8041	more than 5	11-15 years
708	Johnson, Charles (Johnson, Melissa)	(502) 523-5263	700 Village Way, Palm Harbor, Florida 34683-2935	5	11-15 years
709	Johnson, Corlexia	(870) 514-6171	210 W Jackson Ave Apt C14, West Memphis, Arkansas 72301-4292	2	2 years
710	Johnson, Dave (Johnson, Nicole)	(651) 357-0109	10628 Direct River Dr NW, Coon Rapids, Minnesota 55433-3891	3	16-20 years
711	Johnson, George	(434) 430-1341	23424 Blue Star Hwy, Jaratt, Virginia 23867-8111	4	more than 20 years
712	Johnson, Heidi	(620) 352-1200	512 N Main St, Stafford, Kansas 67578-1112	4	3 years
713	Johnson, Iris	(702) 232-6094	7935 Quail Prairie St, Las Vegas, Nevada 89131-4677	3	5-10 years
714	Johnson, Jack	(703) 517-6839	7430 Old Maple Sq, McLean, Virginia 22102-2817	5	more than 20 years
715	Johnson, Jerome	(216) 644-8382	3854 Merrymound Rd, South Euclid, Ohio 44121-1908	1	5-10 years
716	Johnson, Joany (Powell, Karen)	(502) 322-4042	923 Riverside Dr, Nashville, Tennessee 37206-1458	3	11-15 years
717	Johnson, Marc	(253) 219-4370	PO Box 98042, Lakewood, Washington 98496-8042	2	16-20 years
718	Johnson, Ronald	(150) 135-0529	5708 Greenwood Acres Blvd, Little Rock, Arkansas 72204-8723	1	11-15 years
719	Johnson, Ronald	(951) 346-8722	4064 Blue Wildrye St, Las Vegas, Nevada 89122-3554	2	5-10 years
720	Johnson, Tonita	(309) 253-7941	1307 State St, Pekin, Illinois 61554-3675	1	more than 20 years
721	Johnson, Yolanda	(870) 489-0509	1404 E 11th St Apt 108, Little Rock, Arkansas 72202-4183	2	2 years
722	Jones, Beverly (Forkey, Patricia)	(724) 651-6770	525 Young St, New Castle, Pennsylvania 16101-2442	2	11-15 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
723	Jones, Brandy	(773) 627-3202	7759 S Cornell Ave, Chicago, Illinois 60649-6879	5	5-10 years
724	Jones, Climmie	(513) 203-9944	1624 Sutter Ave, Cincinnati, Ohio 45225-1935	2	11-15 years
725	Jones, Deanna	(810) 348-1841	207 High St, Grand Blanc, Michigan 48439-1336	5	more than 20 years
726	Jones, Debra	(541) 520-7212	225 Old Homestead Dr, Oakland, Oregon 97462-9506	3	more than 20 years
727	Jones, Doug	(803) 983-4636	1325 Morris Way Dr, Sumter, South Carolina 29154-7262	2	more than 20 years
728	Jones, Jeanne	(951) 225-5220	2101 SW 38th St Lot 34, Lawton, Oklahoma 73505-8404	2	11-15 years
729	Jones, Joseph	(804) 221-3745	654 Switch Back Rd, Kenbridge, Virginia 23944-2319	2	4 years
730	Jones, Michael	(803) 730-3825	2767A Lockhart Rd, Kershaw, South Carolina 29067-9665	3	16-20 years
731	Jones, Nancy	(501) 762-6619	108 Pitchercane Rd, Hot Springs National Park, Arkansas 71901-8575	5	16-20 years
732	Jones, Nicole	(425) 583-2361	4312 76th Pl NW, Tulalip, Washington 98271-6131	1	5-10 years
733	Jones, Nyeshia	(281) 731-3797	3284 Corporate Ct, Ellicott City, Maryland 21042-2284	5	3 years
734	Jones, Samuel	(813) 690-1117	1209 Lausberg Pl, Brandon, Florida 33511-6178	3	16-20 years
735	Jones, Sharon	(248) 408-9393	23205 Gratiot Ave # 333, Eastpointe, Michigan 48021-1641	3	16-20 years
736	Jones, Tireka	(225) 368-7794	PO Box 706, Brusly, Louisiana 70719-0706	2	5-10 years
737	Jones, Wanda	(267) 496-7972	6716 Malvern Ave, Philadelphia, Pennsylvania 19151-3020	3	5-10 years
738	Jordan, Petroula (Jordan, Jeff)	(141) 080-4639	11637 Vixens Path, Ellicott City, Maryland 21042-1541	4	more than 20 years
739	Josephs, John	(804) 814-9837	4807 Empire Pkwy, Chester, Virginia 23831-1618	4	more than 20 years
740	Judycki, Bruce	(734) 427-8288	37080 Condon Ct, Westland, Michigan 48185-5008	1	more than 20 years
741	Jurkovic, Richard	(904) 874-6714	4757 Atlanta Ct, Jacksonville, Florida 32210-7901	4	more than 20 years
742	Kadin, Steven	(914) 815-6399	172 Westchester Ave, Buchanan, New York 10511-1126	4	more than 20 years
743	Kaiser, Theresa	(860) 510-8100	208 Shore Dr, Guilford, Connecticut 06437-1514	2	more than 20 years
744	Kalish, Lawrence	(561) 302-0874	13571 Morocco Lake Lane, Delray Beach, Florida 33446	4	more than 20 years
745	Karamouzis, Joanna	(847) 691-4032	9233 Washington Rd, Morton Grove, Illinois 60053-1664	1	11-15 years
746	Kasarov, Alexander	(716) 668-2193	91 Jerome Ct, Buffalo, New York 14227-2507	1	5-10 years
747	Kaufmann, Anna	(847) 650-1495	39824 N Stonebridge Ct, Antioch, Illinois 60002-2342	2	more than 20 years
748	Kaufmann, Cara	(914) 443-0236	20 Route 37 Ctr, Sherman, Connecticut 06784-1503	1	16-20 years
749	Kavanaugh, Lisa	(440) 752-9672	56 Shipherd Cir, Oberlin, Ohio 44074-1325	3	11-15 years
750	Kebede, Hirut	(615) 424-7512	2007 Stonebrook Circle Mount, Monjuli, Tennessee 37122	more than 5	3 years
751	Keefner, Kiley	(773) 470-5624	6382 Pontiac Dr, Indian Head Park, Illinois 60525-4378	2	11-15 years
752	Keeler, Alexander	(701) 885-9680	123 Main Ave E Apt 5, West Fargo, North Dakota 58078-1837	2	2 years
753	Keith, Thomas	(970) 420-4725	119 Briarwood Rd, Fort Collins, Colorado 80521-2253	2	11-15 years
754	Keller, Matthew	(352) 502-5170	2318 Ridgeside Rd, Apopka, Florida 32712-4027	5	11-15 years
755	Kelly, Steven	(443) 841-5602	7240 Martell Ave, Dundalk, Maryland 21222-3146	more than 5	16-20 years
756	Kenney, Joseph	(217) 433-4728	1648 N Oakland Ave, Decatur, Illinois 62526-3742	2	4 years
757	Kent, Linda (Malaski, Sandra)	(205) 937-8221	12490 Dodge Rd, Otisville, Michigan 48463-9774	2	16-20 years
758	Kent, Shelia	(757) 504-5381	23 Palmerston Dr, Hampton, Virginia 23669-4232	2	11-15 years
759	Kessler, Angela	(952) 240-4037	871 161st St, Hammond, Wisconsin 54015-5061	4	more than 20 years
760	Kidd, Ronald	(575) 218-8621	34452 N Mirandesa Dr, San Tan Valley, Arizona 85143-5422	4	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
761	Kieffer, Nancy	(651) 283-3373	7908 S Brewerton Pl, Sioux Falls, South Dakota 57108-8698	3	11-15 years
762	Kien, Candace	(858) 208-6890	1812 Road M36, Irwin, Iowa 51446-7526	1	1 year
763	Kimball, Kimberly	(864) 760-5883	301 Morning Dew Ct, Liberty, South Carolina 29657-3405	1	5-10 years
764	Kimberly, Lorraine	(504) 250-9302	4237 Arkansas Ave, Kenner, Louisiana 70065-1313	1	5-10 years
765	King, Brett	(813) 599-2160	1081 E Brandon Blvd, Brandon, Florida 33511-5515	5	11-15 years
766	King, Dana	(443) 610-6349	239 Foster Knoll Dr, Joppa, Maryland 21085-4703	1	5-10 years
767	King, Kristen	(443) 360-2577	514 Dogwood Dr, Glen Burnie, Maryland 21061-3804	3	16-20 years
768	Kinnie, Robert	(248) 961-1560	2620 Greenstone Blvd Apt 1815, Auburn Hills, Michigan 48326	2	more than 20 years
769	Kiraly, Lynn	(631) 806-8059	22 Landing Rd, Huntington, New York 11743-1816	5	less than 1 year
770	Kirchhof, Aaron	(952) 687-7740	1472 McAndrews Rd W, Burnsville, Minnesota 55337-4470	1	4 years
771	Kirk, Angela	(803) 968-5555	208 Fredericksburg Dr, Simpsonville, South Carolina 29681-3368	2	11-15 years
772	Klein, Hannah	(301) 787-2189	10839 Bucknell Dr, Silver Spring, Maryland 20902-4325	3	16-20 years
773	Kleinhans, Lawrence	(586) 709-0416	80940 Coon Creek Rd, Armada, Michigan 48005-1315	3	11-15 years
774	Kline, Lori	(607) 738-0610	100 Hilton Dr, Horseheads, New York 14845-1809	2	11-15 years
775	Kline, Nicholas	(402) 740-6454	6825 S 108th Ct Apt 1011, Omaha, Nebraska 68137-4778	3	more than 20 years
776	Knapp, Lonie	(814) 746-0370	8452 Gudgeonville Rd, Girard, Pennsylvania 16417-7738	5	11-15 years
777	Knowles, Lee	(615) 477-4487	5981 Ocala Rd, Murfreesboro, Tennessee 37128-3679	5	11-15 years
778	Knox, Melvin Sr	(773) 590-0626	2845 W 101st Pl, Evergreen Pk, Illinois 60805-3540	2	5-10 years
779	Knox, Michael	(815) 370-8528	645 Belmont Dr, Romeoville, Illinois 60446-1652	4	more than 20 years
780	Koehlke, Terri	(772) 233-6871	1138 SW Ithaca St, Port St Lucie, Florida 34983-2540	4	16-20 years
781	Kone, Jessica	(860) 952-4608	2826 Brookline Ave, New Smyrna Beach, Florida 32168-5711	3	11-15 years
782	Koölker, Mary Jo	(616) 566-5237	183 S 168th Ave, Holland, Michigan 49424-2372	4	16-20 years
783	Kopsco, Daniel	(910) 333-2660	102 Brenda Dr, Jacksonville, North Carolina 28546-5851	5	16-20 years
784	Kornfeld, Karen	(864) 314-7791	4 Cork Pl, Huntington, New York 11743-6307	1	11-15 years
785	Kossack, Christie	(618) 751-5554	904 E Reeves St, Marion, Illinois 62959-3860	3	5-10 years
786	Kowalik, Melissa	(716) 697-2979	9316 Waterman Rd, Angola, New York 14006	2	16-20 years
787	Kowalski, Brenda	(760) 508-5758	1425 W 43rd St, Lorain, Ohio 44053-2901	4	less than 1 year
788	Kozlowski, Barbara	(937) 307-6320	4351 Longfellow Ave, Huber Heights, Ohio 45424-5948	2	11-15 years
789	Krason, Nicole	(321) 271-9741	1513 Patty Cir NE, Palm Bay, Florida 32905-3001	2	4 years
790	Krestar, Brenda	(412) 216-8228	774 Angeline Dr, North Versailles, Pennsylvania 15137-2429	2	11-15 years
791	Krider, Tamela	(502) 319-1720	PO Box 141, Wellington, Kentucky 40387-0141	3	5-10 years
792	Krikau, Bryan (Krikau, Michelle)	(631) 219-0042	35 Del Pl, Hauppauge, New York 11788-1617	4	11-15 years
793	Kroesen, Diana	(630) 605-2708	528 Finch Ct, Kissimmee, Florida 34759-4425	2	11-15 years
794	Kruck, Carol	(440) 476-8190	9713 Glenstone Dr, Kirtland, Ohio 44094-9334	2	more than 20 years
795	Krueger, Karl	(480) 296-4440	7255 E Portobello Ave, Mesa, Arizona 85212-9790	4	11-15 years
796	Kubick, Fran	(704) 999-1187	277 W Statesville Ave, Mooresville, North Carolina 28115-2285	2	16-20 years
797	Kump, Brian	(207) 408-3849	8065 Cheyenne Dr, Seminole, Florida 33777-3874	2	5-10 years
798	Kunduru, Hansika (Kunduru, Seshidhar)	(484) 577-9010	4960 Dunham Dr, Reading, Pennsylvania 19606-9091	4	11-15 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
799	Kurtz, Steven	(954) 899-7759	531 Flanders L, Delray Beach, Florida 33484-5282	2	4 years
800	Kuryla, Carmen (Kuryla, John)	(845) 548-9315	110 Sansondale Ave, West Haverstraw, New York 10993-1229	3	11-15 years
801	Labiak, Karen (Labiak, Richard)	(815) 919-7087	1201 Haverhill Cir, Naperville, Illinois 60563-3435	5	5-10 years
802	Lackowski, Jeremy	(630) 401-0079	3152 W Eastwood Ave Apt 2, Chicago, Illinois 60625-4448	1	5-10 years
803	Lacuesta, Michelle	(951) 285-2223	98-487 Koauka Loop Apt B405, Aiea, Hawaii 96701-4512	4	16-20 years
804	Lado, Kathleen	(313) 520-9148	26234 Great Plains Dr, South Lyon, Michigan 48178-8606	3	11-15 years
805	Lafrance, Kathleen	(504) 577-6662	1735 Congress St, New Orleans, Louisiana 70117-5138	1	2 years
806	Lagesse, Tabatha	(252) 269-7746	1500 State Rte 101 #23, Havelock, North Carolina 28532	5	4 years
807	Lagoon, Annette	(651) 302-9464	4790 Heather Ridge Rd N, Oakdale, Minnesota 55128-2228	3	5-10 years
808	Laguere, Melanie	(813) 462-0346	11531 Hall Blvd, Jacksonville, Florida 32218-2133	3	less than 1 year
809	Lai, Jeffrey	(757) 515-5456	1908 Thoroughbred Dr, Virginia Beach, Virginia 23453-6623	2	5-10 years
810	Laing, Peter (Laing, Peter)	(262) 352-0137	454 Bridge Ct, Grafton, Wisconsin 53024-1821	4	11-15 years
811	Landis, Robert	(402) 953-6127	6524 Spencer St, Omaha, Nebraska 68104-3238	3	4 years
812	Langer, Brad	(727) 742-0163	109 Sharp Top Trl, Apex, North Carolina 27502-6756	4	more than 20 years
813	Lannon, Soren	(954) 999-3549	400 NE 4th St, Pompano Beach, Florida 33060-6210	4	16-20 years
814	Larochelle, Karen	(603) 315-3778	400 Cohas Ave, Manchester, New Hampshire 03109-5415	2	5-10 years
815	Laranaga, Felicia	(505) 913-9047	5A Trinity Rd, Santa Fe, New Mexico 87508-4615	3	16-20 years
816	Larson, Gordon	(541) 620-1539	24335 Hwy 395 S, Canyon City, Oregon 97820-8712	4	more than 20 years
817	Lashley, Bridgette	(910) 499-5435	913 Am Ward Rd, Whiteville, North Carolina 28472-9424	3	5-10 years
818	Lauer, Nicole	(708) 220-5679	7639 Catalpa Ave, Woodridge, Illinois 60517-2849	5	5-10 years
819	Laughrey, John	(208) 816-2202	1017 N Park St, Colfax, Washington 99111-2124	3	2 years
820	Lavine, Deborah	(862) 268-1505	3006 Rochester Ct, Monroe, North Carolina 28110-5605	3	16-20 years
821	Law, Antenille	(702) 994-0753	501 E Lake Mead Pkwy Apt 1622, Henderson, Nevada 89015-6416	4	4 years
822	Lawrence, Courtney	(502) 407-7547	315 Barricks Rd Lot 409, Louisville, Kentucky 40229-3037	5	16-20 years
823	Lawrence, Kevin	(336) 613-2653	1012 Lillard Rd, Ruffin, North Carolina 27326	3	11-15 years
824	Leal, Luz (Leal, Jorge)	(630) 930-0845	2160 Hassell Rd Apt 309, Hoffman Estates, Illinois 60169-2229	more than 5	5-10 years
825	Leber, Rebecca	(845) 283-9424	205 Sullivan St Apt 2, Wurtsboro, New York 12790-7960	3	5-10 years
826	Lee-McMillan, Shawna	(716) 572-6082	247 William St, Buffalo, New York 14204-1402	3	11-15 years
827	Lee, Antoinette	(804) 350-6631	4325 Angus Rd, Richmond, Virginia 23234-2523	more than 5	5-10 years
828	Leff, Mark	(813) 690-8724	7844 Yale Harbor Dr, Wesley Chapel, Florida 33545-5140	5	11-15 years
829	Leflore, Donna	(708) 903-5341	13715 W Amberwing St, Peoria, Arizona 85383-8007	3	16-20 years
830	Lehnert, Richard	(518) 364-9264	6 Downing Sq Apt E, Gunderland, New York 12084-9407	1	5-10 years
831	Leiter, Nicole	(920) 279-3486	1214 Wentzel Dr, Winneconne, Wisconsin 54986-8533	3	11-15 years
832	Lenard, Carla	(318) 791-3140	3750 Old Sterlington Rd, Monroe, Louisiana 71203-3085	3	5-10 years
833	Lengiewicz, Gosia	(516) 317-0383	12071 Palm Cove Ln, Wellington, Florida 33414-5749	4	more than 20 years
834	Leonard, Allison	(410) 688-0325	1222 Perryman Rd Apt 324, Aberdeen, Maryland 21001-4058	1	more than 20 years
835	Lepage, Danielle	(631) 880-9114	26 Richmond Blvd Unit 1A, Ronkonkoma, New York 11779-3603	3	16-20 years
836	Lepley, Lynne	(704) 929-3247	373 Turnersburg Hwy, Statesville, North Carolina 28625-2798	2	more than 20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
837	Lesch, Peggy	(727) 385-1951	556 Jasmine Way S, St Petersburg, Florida 33705-4741	2	16-20 years
838	Leslie, Steven	(516) 808-1146	1 Gleaner Ln, Levittown, New York 11756-5107	3	5-10 years
839	Leuthard, Amy	(619) 757-3508	7363 Cider Dr, Helena, Montana 59602-8793	3	16-20 years
840	Levinson, Sherry	(718) 358-9804	74 Quail Run Dr, Deer Park, New York 11729-5633	1	5-10 years
841	Levy, Sarah	(731) 504-1752	138 Orr Rd, Dyer, Tennessee 38330-1000	1	5-10 years
842	Lightfoot, Jaimie	(804) 389-6249	7112 Catlin Rd, Mechanicsville, Virginia 23111-1926	4	5-10 years
843	Lilli, Debora	(651) 334-0366	3629 White Bear Ave N, White Bear Lake, Minnesota 55110-4745	1	more than 20 years
844	Lima, Anna (Lima, Joann)	(209) 639-2236	2421 W 5025 S, Roy, Utah 84067	2	5-10 years
845	Linthurst, Carol	(701) 509-4565	2012 2nd Ave SW, Minot, North Dakota 58701-3435	4	16-20 years
846	Lipkin, Mary Ann	(917) 687-0321	14 Loretta Ln, Hicksville, New York 11801-3716	1	16-20 years
847	Lisa, John	(215) 917-8537	709 S Pine St, Langhorne, Pennsylvania 19047	1	11-15 years
848	Lisanti, Raffaele (Lisanti, Ralph)	(914) 462-1725	1649 Yates Ave, Bronx, New York 10461-2001	3	11-15 years
849	Liston, Thomas	(360) 561-7246	PO Box 794, Temino, Washington 98589-0794	2	11-15 years
850	Litz, Stacy	(740) 285-4078	2150 Brookview Dr, Middletown, Ohio 45044	2	2 years
851	Logiudice, Josephine	(352) 322-9464	3770 SW 161st Loop, Ocala, Florida 34473-3268	4	more than 20 years
852	Lojewski, Charlene (Lojewski, Courtney M)	(315) 725-1819	36 Tamarack Dr, New Hartford, New York 13413-1215	4	11-15 years
853	Lomorse, Tammy	(734) 740-4700	14072 Marina Dr, Van Buren Twp, Michigan 48111-1066	more than 5	11-15 years
854	Lonzisero, Angelo	(208) 610-6961	24 Humbug Ln, Sagle, Idaho 83860-9186	4	more than 20 years
855	Lopez, Dawn	(970) 580-2003	72 Jennifer Cir, Brush, Colorado 80723-1344	3	11-15 years
856	Loss, Shawn	(763) 228-3298	4842 104th Ave NE, Circle Pines, Minnesota 55014-1529	more than 5	11-15 years
857	Lovgren, Jacqueline	(651) 402-6995	1036 10th Ave, Newport, Minnesota 55055-1763	5	5-10 years
858	Loving, Roshina	(248) 977-7129	209 Russell St, Pontiac, Michigan 48342-3343	2	4 years
859	Lowder, Janice	(561) 301-1595	16 Lake Arbor Dr, Palm Springs, Florida 33461-2101	4	16-20 years
860	Lowe, Kourtney (Lowe, Doug)	(615) 739-0315	4808 Kiowa Ln NW, Cleveland, Tennessee 37312-4058	3	11-15 years
861	Lowrey, Marc	(785) 249-2907	910 SW Grand Ct, Topeka, Kansas 66606-2314	2	more than 20 years
862	Lozada, Megan	(757) 701-1536	900 Shady Hollow Ln, Virginia Beach, Virginia 23452-7925	3	5-10 years
863	Luhala, Julie	(440) 476-0417	17649 Cannon Ave, Lakewood, Ohio 44107-2203	1	16-20 years
864	Lurie, Brian	(212) 787-9537	914 Weldon Ln, Bryn Mawr, Pennsylvania 19010-2226	more than 5	more than 20 years
865	Lyman, Richard	(801) 540-0317	612 W 1635 N, Clinton, Utah 84015-9528	2	16-20 years
866	Lyons, Linda (Hawkins, Kyle)	(330) 801-2804	1799 Olympic St, Cuyahoga Falls, Ohio 44221-4362	more than 5	16-20 years
867	Lyonsmarin, Yolanda	(248) 302-0135	5023 Biddle St, Wayne, Michigan 48184-2344	3	more than 20 years
868	Mack, Robert	(417) 761-9569	1391 W State Highway WW, Springfield, Missouri 65803-7542	2	2 years
869	MacKenzie, Leigh	(503) 504-3511	6443 SE 138th Pl, Portland, Oregon 97236-4484	2	16-20 years
870	Mackert, Patty	(301) 633-7848	12815 Country Ln, Waldorf, Maryland 20601-3336	4	16-20 years
871	Madanat, Akram	(484) 667-6829	141 N Christiana Ave, Gap, Pennsylvania 17527-9459	4	16-20 years
872	Madison, Ashleigh	(504) 717-5086	3425 Lake Lynn Dr, Gretna, Louisiana 70056-8330	2	4 years
873	Madrigal, Chelsea (Madrigal, Miguel)	(904) 203-9725	3083 Longleaf Ranch Cir, Middleburg, Florida 32068-6359	4	5-10 years
874	Mailhoit, Jill	(978) 375-0580	995 Lord Rd, Sanbornville, New Hampshire 03872-3546	3	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
875	Majikes, Holly	(610) 858-3667	3469 Conestoga Rd, Glenmoore, Pennsylvania 19343-2605	4	5-10 years
876	Major, Crystal (Schaffer-Smith, Tyler)	(503) 740-2968	19383 Pine Ave, Sandy, Oregon 97055-6801	3	4 years
877	Makar, Jobe	(919) 609-0408	4104 W Langley Rd, Elm City, North Carolina 27822-8785	2	11-15 years
878	Malcolm, Kelley	(503) 201-0891	440 Cedarlawn Dr, Spring Creek, Nevada 89815-6718	4	5-10 years
879	Malucelli, Angela	(710) 472-4560	8137 S Jackson Gap St, Aurora, Colorado 80016-6233	3	more than 20 years
880	Mann, Moweza	(321) 353-9885	414 G St, Cocoa, Florida 32922-7676	5	1 year
881	Mann, Moweza	(321) 353-9885	414 G St, Cocoa, Florida 32922-7676	5	1 year
882	Manrow, Kathy (Manrow, Kathleen)	(419) 290-5310	4842 Cedarhurst Rd, Toledo, Ohio 43613-3027	2	more than 20 years
883	Mansoori, Dr. Shahrokh	(248) 819-1890	135 Barclay Cir Ste 109, Rochester Hills, Michigan 48307-4599	more than 5	11-15 years
884	Mantz, Anita	(216) 316-6569	9391 Briar Dr, Streetsboro, Ohio 44241-5597	5	more than 20 years
885	Mantz, Stacy	(757) 434-7185	116 Chickadee Ln, Windsor, Virginia 23487-6110	1	less than 1 year
886	Marks, Meri Beth	(850) 572-1827	2539 Trailwood Dr, Cantonment, Florida 32533-6596	2	16-20 years
887	Marshall, James	(203) 722-8786	41 Wolfpit Ave Apt 3J, Norwalk, Connecticut 06851-4232	4	less than 1 year
888	Marshall, Karen (Marshall, Joseph)	(571) 238-3353	15144 Stillfield Pl, Centreville, Virginia 20120-3912	4	16-20 years
889	Martin, Bobbie (Martin, Michael)	(417) 316-2240	1347 W Hayward Dr, Mount Vernon, Missouri 65712-7373	more than 5	5-10 years
890	Martin, Jacqueline	(505) 440-1732	2222 Uptown Loop NE, Albuquerque, New Mexico 87110-6029	2	5-10 years
891	Martin, Kimberly (Weigate, Jennifer)	(509) 290-7340	18000 E Indiana Ave, Spokane Valley, Washington 99016-8502	4	2 years
892	Martin, Laura (Martin, Loretta)	(618) 792-7519	4624 Maryville Rd, Granite City, Illinois 62040-2515	5	more than 20 years
893	Martin, Mary	(863) 528-3338	1656 Celebration Blvd Unit 214, Celebration, Florida 34747-5535	3	more than 20 years
894	Martineau, Raye	(847) 269-7364	1748 E Tano Ln, Mount Prospect, Illinois 60056-1718	1	more than 20 years
895	Martineau, Steven	(714) 581-1817	3305 E.4th Street, Silver Springs, Nevada 89429	3	5-10 years
896	Martinez, Brandi	(360) 840-5564	1017 E Hazel Ave, Burlington, Washington 98233-1610	more than 5	3 years
897	Martinez, Leann	(779) 888-0423	216 Superior Ave, Machesney Park, Illinois 61115-2808	1	5-10 years
898	Martinez, Maria	(509) 941-7347	1554 Market St Apt 611, Tacoma, Washington 98402-3316	1	2 years
899	Martino, Rosane	(570) 517-1649	3818 SW 11th Ave, Cape Coral, Florida 33914-7919	4	more than 20 years
900	Martirano, Josephine	(917) 576-6338	520 E 72nd St Apt 7T, New York, New York 10021-4851	1	11-15 years
901	Martushoff, Natasha (Martushoff, Felaret)	(509) 951-1599	7361 Highway 291, Tumtum, Washington 99034-9700	4	11-15 years
902	Marty, Nichole (Marty, Jeffrey)	(715) 829-1438	126 Grey Friar Ln, Eau Claire, Wisconsin 54701-7183	more than 5	5-10 years
903	Mashke, Jennifer	(989) 305-1088	29222 James St, Garden City, Michigan 48135-2126	4	5-10 years
904	Mason, Zakita	(773) 595-6802	8423 S Brandon Ave, Chicago, Illinois 60617-2659	more than 5	11-15 years
905	Masse, S. Allaire	(860) 549-2140	4621 Main St S Apt 9, Newbury, Vermont 05051-9794	1	more than 20 years
906	Mathis, Sarah	(208) 731-4110	345 7th Ave E, Twin Falls, Idaho 83301-6542	4	more than 20 years
907	Matthews, Brian	(714) 310-4049	2300 E Magma Rd Unit 152, San Tan Valley, Arizona 85143-4955	2	less than 1 year
908	Matthews, Dirk	(480) 646-0018	2531 S Dragon Dr, Chandler, Arizona 85286-5657	4	more than 20 years
909	Matthews, Michelle (Williams, Joann)	(570) 550-1076	2315 SR 29 S, Monroe Township, Pennsylvania 18657-6324	more than 5	16-20 years
910	Matthews, Rudy	(719) 469-8453	PO Box 288, Rocky Ford, Colorado 81067-0288	3	more than 20 years
911	Mattingly, Karen	(618) 553-5816	401 E Pine St, Robinson, Illinois 62454-2846	5	3 years
912	Mattio, Anthony	(815) 261-8909	2413 W Algonquin Rd PMB 253, Algonquin, Illinois 60102-9402	5	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
913	Mattox, Rachel (Mattox, Eric)	(217) 254-9877	905 S 36th St, Mattoon, Illinois 61938-4748	3	11-15 years
914	Matuszak, Barbara	(224) 688-7780	150 Lake Blvd Apt 151, Buffalo Grove, Illinois 60089-8200	4	5-10 years
915	Mauser, Thomas	(386) 562-0243	10145 Mainsail Dr, Oxford, Florida 34484-3782	1	11-15 years
916	Maxa, Aaron	(703) 862-9967	7368 Lee Hwy Unit T3, Falls Church, Virginia 22046-4757	more than 5	16-20 years
917	May, Dustin	(501) 626-4203	1907 Highway 5 N Apt 1207, Benton, Arkansas 72019-6734	4	4 years
918	May, Tomika	(773) 699-4076	952 N Latrobe Ave, Chicago, Illinois 60651-2961	1	more than 20 years
919	Mayer, Priscilla	(810) 488-9444	37730 Meskill Rd, Richmond, Michigan 48062-3127	2	1 year
920	Mayers, David	(315) 418-8551	5856 Reis Dr, Cicero, New York 13039-9563	1	11-15 years
921	Mayfield, Brandon	(541) 404-0552	93968 Lodge Ln, Coquille, Oregon 97423-7744	4	5-10 years
922	Mayo, Darrell	(702) 715-1630	6478 Karlson Ct, Las Vegas, Nevada 89122-0850	4	3 years
923	McAllister, Audrey	(586) 876-2456	5103 Spears Rd, Pinckney, Michigan 48169-8819	more than 5	5-10 years
924	McBrearty, John	(407) 717-4417	4351 Creekside Blvd, Kissimmee, Florida 34746-6048	2	16-20 years
925	McCarthy, Uvernona (Moore, Gary)	(330) 663-1474	719 Sterling Ave, Dover, Ohio 44622-1538	2	11-15 years
926	McConville, Shelia (McConville, Jason)	(509) 378-6891	5506 Pimlico Dr, Pasco, Washington 99301-6032	5	more than 20 years
927	McCoy, Nicholas	(618) 694-4745	1958 Sandhill Rd, Gleason, Tennessee 38229-6312	1	more than 20 years
928	McCreary, Jennifer (McCreary, Barbara)	(410) 739-7367	11855 Harpers Ferry Rd, Hillsboro, Virginia 20132-1948	4	16-20 years
929	McDermott, Mark	(302) 463-7097	1313 Linden St, Wilmington, Delaware 19805-3954	2	more than 20 years
930	McDonald, Nicole	(570) 466-7930	322 Washington Ave, Jermyn, Pennsylvania 18433	4	5-10 years
931	McDonald, Pamela	(541) 401-8825	33043 Wheeler Loop, Lebanon, Oregon 97355-9617	3	5-10 years
932	McDonald, TJ	(919) 824-2922	1624 N Central Park Ave # 2, Chicago, Illinois 60647-4702	2	3 years
933	McDowell, Misty	(618) 534-0740	80 Waterfowl Way, De Soto, Illinois 62924-3129	3	16-20 years
934	McDowell, Z	(202) 372-6994	8502 Tahona Dr, Silver Spring, Maryland 20903-3323	1	5-10 years
935	McFall, Matthew	(412) 287-0240	1027 Fieldstone Dr, North Huntingdon, Pennsylvania 15642-2609	5	more than 20 years
936	McGahee, Patricia	(501) 626-0976	PO Box 307, Holly Grove, Arkansas 72069-0307	3	5-10 years
937	McGovern, Kevin	(630) 776-9256	556 Rosebud Dr N, Lombard, Illinois 60148-6166	2	16-20 years
938	McGuire, Stephanie	(313) 721-3654	20421 Gaylord, Redford, Michigan 48240-1133	1	1 year
939	McIntyre, Dorey	(941) 228-0992	5926 Brookfield Pointe Dr, Charlotte, North Carolina 28216-7650	2	less than 1 year
940	McKee, Ruby	(937) 213-2891	1011 Western Run # 10, Mount Orab, Ohio 45154-9516	2	1 year
941	McKichan, Amy	(704) 223-2232	830 Corriher Grange Rd, Mooresville, North Carolina 28115-8396	2	more than 20 years
942	McKiernan, Timothy	(914) 391-3981	116 Webster Ave, Harrison, New York 10528-2914	5	more than 20 years
943	McKinney, Davida	(301) 356-8229	100 Staton Dr, Upper Marlboro, Maryland 20774-1802	5	5-10 years
944	McMillian, Augusta	(832) 923-9078	19244 Cirele Gate Dr Apt 204, Germantown, Maryland 20874-5214	4	3 years
945	McNair, Kierra	(984) 209-3708	5900 Timber Creek Ln Apt 313, Raleigh, North Carolina 27612-6206	2	4 years
946	Meade, Trista	(541) 441-8853	1232 NE Malheur Ave, Roseburg, Oregon 97470-2129	2	5-10 years
947	Mechling, Desiree	(814) 730-2782	2010 Cable Hollow Rd, Russell, Pennsylvania 16345-5032	5	16-20 years
948	Medrano, Denise	(602) 663-8026	4605 W Piedmont Rd, Laveen, Arizona 85339-2097	more than 5	more than 20 years
949	Meeden, Aaron	(775) 309-7005	970 Dean Dr, Gardnerville, Nevada 89460-8930	more than 5	11-15 years
950	Meegan, Amanda	(309) 207-0629	1202 35th Street Dr, Moline, Illinois 61265-3426	1	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
951	Meeks, Gina	(309) 678-4250	8029 W Smithville Rd, Peoria, Illinois 61607-9351	4	5-10 years
952	Mehochko, Richard	(407) 701-3468	34 Mountain Laurel Ct, Fredericksburg, Virginia 22406-4052	5	more than 20 years
953	Meier, Julie	(503) 702-7054	101 E McNab Rd Apt 316, Pompano Beach, Florida 33060-9264	4	11-15 years
954	Melgoza, Rafael H	(708) 421-9243	4506 Clinton Ave, Forest View, Illinois 60402-4311	3	more than 20 years
955	Meliello, Marianne	(845) 283-9535	11 Wisner Pl, Middletown, New York 10940-3103	1	more than 20 years
956	Melvin, Patricia	(848) 229-4985	202 Delaware Ave Apt B, Palmerton, Pennsylvania 18071-1849	1	16-20 years
957	Melvyn, Sherri	(702) 308-1380	7232 Golden Falcon St, Las Vegas, Nevada 89131-8216	2	more than 20 years
958	Mendelson, Ellen	(847) 217-5150	12411 W Reyher Farms Loop, Marana, Arizona 85653-7613	2	11-15 years
959	Merklin, Linda	(928) 242-0774	8446 Big Bear Dr, Show Low, Arizona 85901-6833	more than 5	more than 20 years
960	Merlino, Marc	(702) 277-8454	470 Turtle Back Rd Unit 1111, Mesquite, Nevada 89027-3514	2	5-10 years
961	Merrill, Kandi	(605) 484-1530	2808 E 13th St, Sioux Falls, South Dakota 57103-2408	1	16-20 years
962	Meyhoefer, Carsten	(815) 985-9489	307 E South St, Durand, Illinois 61024-9670	2	16-20 years
963	Meyhoefer, Ray (Meyhoefer, Joann)	(815) 978-0270	866 San Lucas Way, Mesquite, Nevada 89027-1015	2	11-15 years
964	Michael, Vickie	(815) 520-2068	3858 Barley Ridge Trl, Cherry Valley, Illinois 61016-9721	3	16-20 years
965	Militzer, Brendan (Nicholls, Mackenzie)	(269) 967-4508	1231 S Kalamazoo Ave Apt 1, Marshall, Michigan 49068-1962	more than 5	5-10 years
966	Miller, Christopher	(904) 210-7509	452 Bostwick Cir, St Augustine, Florida 32092-0424	2	5-10 years
967	Miller, Gregory	(702) 271-4053	479 Paulson Dr, Las Vegas, Nevada 89123-0164	3	16-20 years
968	Miller, Jean	(941) 504-6980	1328 Loma Linda Ct, Sarasota, Florida 34239-2426	4	16-20 years
969	Miller, Mary	(484) 256-6565	4012 Cedar Dr, Walhnutport, Pennsylvania 18088-9535	3	3 years
970	Miller, Samuel	(937) 467-1658	783 S Amber Rd, Scottville, Michigan 49454-9292	more than 5	3 years
971	Miller, Zabrina	(505) 506-6984	855 Ginger Ave, Billings, Montana 59105-2061	2	16-20 years
972	Mino, John	(203) 257-5762	75 Edgefield Ave, Milford, Connecticut 06460-7871	2	more than 20 years
973	Minor, Michele	(708) 949-2932	56 W 25th St, Chicago Heights, Illinois 60411-6068	2	2 years
974	Minton, Raymond	(865) 310-1162	2823 Silver Creek Rd, Knoxville, Tennessee 37924-1242	3	more than 20 years
975	Mitchell, Anita	(360) 855-0257	486 S Norris St, Burlington, Washington 98233-1080	3	5-10 years
976	Mitchell, Erik	(773) 818-5671	11221 S Washtenaw Ave Apt 1, Chicago, Illinois 60655-1945	1	3 years
977	Moake, Hubert	(618) 889-1688	2900 Meadow Ct, Marion, Illinois 62959-5529	2	16-20 years
978	Moeller, Victoria	(815) 440-8755	2994 Turnberry Ln, Montgomery, Illinois 60538-4110	5	more than 20 years
979	Moller, Richard	(570) 242-2531	648 Metzgar Rd, E Stroudsburg, Pennsylvania 18301-8414	4	more than 20 years
980	Montgomery, Stephanie	(248) 571-3390	2860 Charnwood Dr, Troy, Michigan 48098-2111	1	2 years
981	Moore, Connie (Moore, Henry)	(336) 932-1307	473 Foxwood Rd, Madison, North Carolina 27025-7721	2	3 years
982	Moore, Gladys	(928) 927-6260	53750 Highway 60, Salome, Arizona 85348-3640	more than 5	11-15 years
983	Moore, Jason	(773) 951-8785	4612 N Beacon St Apt 3A, Chicago, Illinois 60640-4647	2	3 years
984	Moore, Julia	(719) 659-2237	2500 Plum St, Parkersburg, West Virginia 26101-2852	1	11-15 years
985	Moore, Lisa	(630) 777-9223	37W806 Tanglewood Dr, Batavia, Illinois 60510-9516	3	11-15 years
986	Moore, Sharen	(518) 227-2221	331 S Manning Blvd, Albany, New York 12208-1731	4	3 years
987	Morales, Donna	(708) 821-8129	523 Cedar Ln, Frankfort, Illinois 60423-1004	3	16-20 years
988	Moramarco, Jack (Moramarco, Jack)	(203) 258-3329	5 Hemlock Rd, Seymour, Connecticut 06483-2441	more than 5	more than 20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
989	Moran, Lindsey	(240) 593-0931	500 Pacific Ave Unit 102, Virginia Beach, Virginia 23451-3535	1	11-15 years
990	Morehead, Latia	(727) 642-2119	4810 5th Ave S, Saint Petersburg, Florida 33711-1422	4	5-10 years
991	Moreno, Cynthia	(225) 678-6882	210 Penn Ave Apt 2, Aliquippa, Pennsylvania 15001-2024	3	11-15 years
992	Morgenstern, Lora	(917) 846-9324	468 77th St Apt 1, Brooklyn, New York 11209-3206	1	11-15 years
993	Morris, Judy	(803) 260-2186	230 Testa Dr, Lexington, South Carolina 29073-8798	2	more than 20 years
994	Morse, Adam (Morse, Mindy)	(954) 682-6807	7286 NW 116th Ln, Parkland, Florida 33076-4253	4	2 years
995	Mortier, James	(715) 416-4878	600 Wadleigh St, Stevens Point, Wisconsin 54481-1435	3	5-10 years
996	Moseley, Vanessa	(734) 890-6540	6627 Yale St Apt 722, Westland, Michigan 48185-2143	2	4 years
997	Moss, Bonnie	(989) 289-3641	11768 Black Rd, Morley, Michigan 49336-9603	5	11-15 years
998	Moss, Virginia	(865) 389-6830	5208 Sinclair Dr, Knoxville, Tennessee 37914-3054	2	16-20 years
999	Mott, Tina	(318) 757-5100	6163 Highway 568, Ferriday, Louisiana 71334-4442	3	5-10 years
1000	Moyers, David	(417) 619-8092	315 W Ruby St, Conway, Missouri 65632-8357	3	3 years
1001	Mullan, Jaime	(518) 764-0169	1A Tallow Wood Ct, Clifton Park, New York 12065-2806	1	5-10 years
1002	Mullan, Jason	(518) 222-2479	1A Tallow Wood Ct, Clifton Park, New York 12065-2806	3	4 years
1003	Mulligan, Tom	(217) 725-4032	255 Washington Ct, Arcola, Illinois 61910-1124	more than 5	more than 20 years
1004	Mullin, Melissa	(480) 273-0526	28944 Hubbard St, Leesburg, Florida 34748-8520	3	5-10 years
1005	Munday, Janice	(484) 614-3589	866 Garden Station Rd, Avondale, Pennsylvania 19311-9311	2	5-10 years
1006	Munter, Kerry	(989) 492-1830	501 E Ashman St, Midland, Michigan 48642-4691	1	5-10 years
1007	Munyan, Hunter	(480) 721-1967	743 E Saddle Dr, Chandler, Arizona 85225-8949	5	5-10 years
1008	Murphy, Andrea (Murphy, Alyssa)	(240) 300-0020	12430 El Segunda Ln, Lusby, Maryland 20657-4910	2	5-10 years
1009	Murray, Colleen	(586) 943-2056	38620 Hamon St, Harrison Township, Michigan 48045-2105	2	5-10 years
1010	Murray, Timothy	(484) 942-4776	822 E Schuykill Rd, Pottstown, Pennsylvania 19465-7552	more than 5	11-15 years
1011	Mutispaugh, John	(443) 572-6605	23325 Ninetown Rd, Ridgely, Maryland 21660-1322	3	11-15 years
1012	Myers, Linda	(602) 291-2252	4221 W Lupine Ave, Phoenix, Arizona 85029-3041	4	16-20 years
1013	Najjar, Dennis	(973) 714-7103	3312 Atlantic Cir, Naples, Florida 34119-8638	more than 5	more than 20 years
1014	Napolitano, Robert	(516) 297-4577	4046 Arthur St, Seaford, New York 11783-2222	more than 5	16-20 years
1015	Narain, Philip	(352) 220-8954	8197 W Cecil Ln, Homosassa, Florida 34446-1151	1	11-15 years
1016	Nash, Sandra	(740) 777-0674	11544 Dozer Rd SW, Stoutsville, Ohio 43154-9732	2	3 years
1017	Navolio, Colleen	(630) 712-7110	855 E 22nd St Apt 212, Lombard, Illinois 60148-6701	2	16-20 years
1018	Nazario, Alfred	(212) 868-9203	400 W 43rd St #12p, New York, New York 10036	1	more than 20 years
1019	Neal, Joshua	(901) 355-8620	4172 Ann Arbor Ln, Memphis, Tennessee 38128	3	5-10 years
1020	Neal, Latrice	(850) 590-4978	3148 Dick Wilson Blvd Apt 1424, Tallahassee, Florida 32301-5155	5	5-10 years
1021	Necessary, Sue	(309) 838-6670	1207 S Bunn St, Bloomington, Illinois 61701-6916	3	16-20 years
1022	Negron, Alysia	(518) 530-9620	50 Tallow Wood Dr, Clifton Park, New York 12065-2805	1	2 years
1023	Nelson, Dawn	(773) 816-8967	131 Elrosa Rd, Mooresville, North Carolina 28115-5778	more than 5	5-10 years
1024	Nelson, Greg (Nelson, Cynthia)	(262) 352-5495	313 Rawlins Dr, Waukesha, Wisconsin 53188-4643	2	more than 20 years
1025	Nelson, Karen (Nelson, Walter)	(919) 353-0527	4425 Hicks Rd, Garner, North Carolina 27529-8738	4	16-20 years
1026	Nelson, Kenneth (Nelson, Carole)	(520) 760-8880	3140 N Bear Canyon Rd, Tucson, Arizona 85749-8772	more than 5	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1027	Nesler, Shawn	(507) 259-2433	7428 Hamlet Ave, Sparta, Wisconsin 54656-3400	4	11-15 years
1028	Neukuckatz, Charles	(630) 849-8286	1916 Lawson Rd, Schaumburg, Illinois 60194-2654	2	16-20 years
1029	Newton, Stella	(270) 975-8838	1965 Cub Run Rd, Cub Run, Kentucky 42729-9304	3	less than 1 year
1030	Ney, Irene	(586) 242-1871	39375 Drake St, Clinton Twp, Michigan 48036-1525	2	more than 20 years
1031	Nguyen, Hoang	(615) 879-3080	7401 Tarnac Way, Nashville, Tennessee 37211-0211	more than 5	5-10 years
1032	Nichols, Roger	(916) 212-7848	3623 S Adelle Cir, Mesa, Arizona 85212-4043	2	more than 20 years
1033	Nichols, Tawnya	(330) 907-3820	18592 Edwards Rd Lot 215, Doylestown, Ohio 44230-9565	1	5-10 years
1034	Nicot, Jose	(917) 240-0607	343 Thieriot Ave, Bronx, New York 10473-3011	3	5-10 years
1035	Nieto, Benjamin	(209) 662-3559	11401 3rd Ave SE, Everett, Washington 98208-5500	more than 5	5-10 years
1036	Niezgoda, Jennifer	(989) 400-8571	1510 Canterbury Trl, Mount Pleasant, Michigan 48858-4002	2	2 years
1037	Nihan, Bernard	(941) 626-9900	71 Apple Hill Dr, Watertown, Connecticut 06795-1100	2	more than 20 years
1038	Nixon, Alma	(970) 317-3674	2970 Main Ave # 33, Durango, Colorado 81301-4243	1	less than 1 year
1039	Nobles, Mary	(352) 262-7016	800 NW 18th Ave Apt 21, Gainesville, Florida 32609-3577	2	1 year
1040	Norton, Courtney (Wade, Angela)	(313) 247-3312	11044 Racine Rd, Warren, Michigan 48093-2516	more than 5	4 years
1041	Norton, Joshua	(865) 255-1589	2108 Strawberry Dr, New Market, Tennessee 37820-4856	4	11-15 years
1042	Norwood, Jocknol	(614) 286-0815	2980 Easthaven Dr S, Columbus, Ohio 43232-3855	5	5-10 years
1043	Nothacker, Karen	(847) 977-2987	609 E Dogwood Ln, Mount Prospect, Illinois 60056-1323	1	11-15 years
1044	Novick, Tammy (Novick, Joel)	(217) 848-5997	807 Mendota Dr, Champaign, Illinois 61820-7566	2	more than 20 years
1045	Nwankwo, Rene	(215) 880-3973	PO Box 56059, Philadelphia, Pennsylvania 19130-6059	4	more than 20 years
1046	Nyenhuis, Adam	(920) 980-1157	2300 Highway 13 W, Burnsville, Minnesota 55337-1706	1	11-15 years
1047	O'Connell, Neil	(610) 357-1847	60 Balmoral Dr, Chadds Ford, Pennsylvania 19317-9298	3	11-15 years
1048	O'Dell, Brittany	(740) 517-6425	24 E College St, Fredericktown, Ohio 43019-1125	3	5-10 years
1049	O'Hara, Sharon	(410) 456-4589	1100 Autumn Gold Dr, Gambrills, Maryland 21054-1561	2	more than 20 years
1050	Oates, Jessica (Comer, Connie)	(480) 622-7819	2136 S 106th Pl, Mesa, Arizona 85209-1550	more than 5	5-10 years
1051	Odum, Joanne	(734) 417-9408	PO Box 194, Belleville, Michigan 48112-0194	2	more than 20 years
1052	Officer, Vicki	(214) 789-2378	3501 Jim East Ave, Zachary, Louisiana 70791-3090	3	11-15 years
1053	Olds, Suzanne	(260) 908-6636	3284 Bay Oaks Dr, Sarasota, Florida 34234-6545	2	5-10 years
1054	Oleson, Eric	(719) 659-4097	155 Edens Ln, Florence, Montana 59833-6554	more than 5	16-20 years
1055	Olson, Greg	(262) 617-7654	3040 S 124th St, West Allis, Wisconsin 53227-2808	1	11-15 years
1056	Oliszewski, Timothy	(614) 314-8566	19508 County Road 190, Kenton, Ohio 43326-8903	3	16-20 years
1057	Opio, Rosemarie	(847) 224-0370	6853 Orchard Ln, Hanover Park, Illinois 60133-6423	3	5-10 years
1058	Oruatt, Jill	(248) 535-5380	2081 Woodview Dr, Wixom, Michigan 48393-1169	2	more than 20 years
1059	Orosco, Melissa (Orosco, Alberto)	(778) 298-4986	338 Vintage Hill Ln, Huntersville, North Carolina 28078-0643	4	1 year
1060	Ortiz, Rodrina	(470) 439-5764	1445 E Lafayette St Apt 9, Tallahassee, Florida 32301-4758	1	2 years
1061	Ortiz, Stacey	(203) 687-2866	PO Box 30, Stratford, Connecticut 06615-0030	more than 5	more than 20 years
1062	Oshiro, Sandra	(808) 753-5036	7111 Hao St, Honolulu, Hawaii 96821-1619	2	more than 20 years
1063	Ostendorf, Vicki (Ostendorf, Louis)	(937) 336-0615	7644 Pymont Rd, Lewisburg, Ohio 45338-9325	3	more than 20 years
1064	Ostlund, Bridget	(313) 676-8893	6312 Kinyon Dr, Brighton, Michigan 48116-9577	3	11-15 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1065	Otkina, Olga	(224) 427-9956	1425 W Royal Dr, Addison, Illinois 60101-1184	3	3 years
1066	Overtstreet, Beverly	(615) 636-2560	2106 Lyle Ct, Nashville, Tennessee 37210-4822	2	11-15 years
1067	Owens, Sheryl	(360) 244-2659	935 NW Vinca Ln, Camas, Washington 98607-7914	1	5-10 years
1068	Page, Debra	(864) 498-8693	121 Woodbine Trl, Easley, South Carolina 29640-9349	4	11-15 years
1069	Page, Renee	(321) 960-3377	721 Louisville St Apt 2, Port Orange, Florida 32129-3460	1	3 years
1070	Palachuk, Ronald	(509) 506-0775	7610 W Nob Hill Blvd Unit 241, Yakima, Washington 98908-5725	5	11-15 years
1071	Palser, Sarah	(414) 324-8578	N162W19312 Oakland Dr, Jackson, Wisconsin 53037-9531	3	2 years
1072	Pappas, Patti	(414) 659-1718	S108W25915 Shannon Ln, Mukwonago, Wisconsin 53149-8448	more than 5	more than 20 years
1073	Paradise, Dr Robert	(603) 393-8368	PO Box 3902, Concord, New Hampshire 03302-3902	3	16-20 years
1074	Parker, Ellen	(248) 894-0455	139 E Bay Dr, Walled Lake, Michigan 48390-3526	2	11-15 years
1075	Parker, Kellie	(513) 833-5412	698 Winding Way, Cincinnati, Ohio 45245-2421	1	5-10 years
1076	Parker, Stephanie	(708) 495-3261	6631 W 89th Pl, Oak Lawn, Illinois 60453-1055	2	2 years
1077	Parkhurst, Matthew	(707) 758-5207	48 Point St, Eureka Springs, Arkansas 72632-3317	3	2 years
1078	Parks, Corey (Parks-Agnew, Rita)	(402) 681-4555	7405 S 89th St, La Vista, Nebraska 68128-2344	2	16-20 years
1079	Parral, Alexis	(704) 701-4749	266 Corban Ave SW, Concord, North Carolina 28025-5159	2	less than 1 year
1080	Parrish, Tasha	(336) 692-5636	1015 Laurel Crest Rd, King, North Carolina 27021-9005	5	16-20 years
1081	Pascoe, Danette	(360) 516-0152	13143 Lakeridge Cir NW, Silverdale, Washington 98383-9486	2	5-10 years
1082	Pasucci, Joseph	(718) 619-9334	4595 Dalton Ct NW, Concord, North Carolina 28027	2	11-15 years
1083	Pasinski, Joe	(716) 983-4665	9316 Waterman Rd, Angola, New York 14006-9405	1	16-20 years
1084	Patrick, Kimberly	(318) 450-9303	208 Hamilton Rd, Dubach, Louisiana 71235-2016	3	5-10 years
1085	Patterson, Shevelle	(630) 770-9921	619 Wingpointe Dr, Aurora, Illinois 60506-8818	5	4 years
1086	Patton, Dana	(503) 798-7571	1542 Wallace Rd NW Apt 220, Salem, Oregon 97304-2672	2	more than 20 years
1087	Patton, Donna G	(760) 473-5719	3393 Mount Pleasant Rd, Port Angeles, Washington 98362-8628	2	more than 5 years
1088	Paulsen, Janeen	(417) 838-9623	1229 W Primrose St, Springfield, Missouri 65807-4459	4	16-20 years
1089	Pawlowicz, Leszek	(928) 525-3307	3126 Blue Canyon Trl, Flagstaff, Arizona 86005-3518	1	5-10 years
1090	Payne-Brewer, Coleman	(309) 706-1155	1104 N Underhill St, Peoria, Illinois 61606-1241	3	5-10 years
1091	Payne, Rashad	(757) 346-8926	303 Prosperity Ct, Williamsburg, Virginia 23188-2479	2	1 year
1092	Payne, Terence	(908) 290-7457	101 Photinia Ct, Summerville, South Carolina 29486-1823	3	5-10 years
1093	Payton, Queen	(318) 265-9860	1402 Eastland Ave, Ruston, Louisiana 71270-4728	2	5-10 years
1094	Paz, Marisela	(813) 330-6476	2412 N Bethlehem Rd, Plant City, Florida 33565-6178	4	4 years
1095	Pedrick, Richard	(603) 923-0692	141 Sampson Rd, Rochester, New Hampshire 03867-4263	5	5-10 years
1096	Pellegrino, Regina	(914) 953-0554	75 Glen Forest St, Thornwood, New York 10594-1931	5	more than 20 years
1097	Pembroke, Richard	(406) 594-1117	804 Logan St Apt 2, Helena, Montana 59601-3440	4	11-15 years
1098	Peralta, Carlos	(215) 403-6845	539 Geneva Ave, Philadelphia, Pennsylvania 19120-2625	1	1 year
1099	Perez, Dionna	(775) 721-3425	3368 Stafford Way, Carson City, Nevada 89701-6137	3	16-20 years
1100	Perez, Iliana	(773) 415-1401	8654 W Berwyn Ave Apt 3N, Chicago, Illinois 60656-3051	1	2 years
1101	Perez, Marlene	(630) 854-2700	10842 Grandview Dr, Palos park, Illinois 60464	2	5-10 years
1102	Perez, Pablo	(973) 803-9600	1530 Village Center Dr Apt 205, Lakeland, Florida 33803-2860	3	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1103	Perona, Mary E	(630) 561-4784	305 Browning Ct, Wheaton, Illinois 60189-7415	2	5-10 years
1104	Perni, Stacey	(574) 202-5086	914 N 4th St, Niles, Michigan 49120-1615	3	3 years
1105	Perry, Adam	(701) 640-7266	PO Box 52, New Effington, South Dakota 57255-0052	3	16-20 years
1106	Perry, Elvie	(606) 341-4796	62 Circle Ln, Burnside, Kentucky 42519-9563	1	2 years
1107	Peters, Debra	(937) 451-0881	414 Franklin Ave, Sidney, Ohio 45365-3106	2	more than 20 years
1108	Petersen, Patricia	(770) 313-9937	11 Apple Ct, Ridge, New York 11961-1940	3	more than 20 years
1109	Peterson, Brandon	(609) 744-1780	736 W State St, Farmington, Utah 84025-4431	3	11-15 years
1110	Peterson, Carolyn	(513) 462-0801	4247 Gordon St, Cincinnati, Ohio 45223-2028	1	5-10 years
1111	Peterson, Shelley	(816) 719-9129	1109 NW Persimmon Dr, Grain Valley, Missouri 64029-8631	2	5-10 years
1112	Petry, Karen	(337) 326-9898	1039 Madeline Hts, Breaux Bridge, Louisiana 70517-7531	2	5-10 years
1113	Pettit, Rachel	(612) 913-2632	4818 Acom Ridge Rd, Minnetonka, Minnesota 55345-3103	4	5-10 years
1114	Phillips, Ann	(716) 583-0832	55 Admirals Walk, Amherst, New York 14228-1202	1	4 years
1115	Phillips, Chayanne	(541) 999-5465	2060 18th St, Florence, Oregon 97439-9736	2	5-10 years
1116	Phillips, Devon	(503) 317-2940	5276 NE Harrow St, Hillsboro, Oregon 97124-5002	3	16-20 years
1117	Phillips, Trinity (Phillips, Jason)	(309) 412-7664	217 Hedge Ave, Bartonville, Illinois 61607-1630	5	11-15 years
1118	Piccolo, Laurie	(315) 729-4555	33 S Hunter Ave, Auburn, New York 13021-4327	2	more than 20 years
1119	Picerno, Chris	(404) 558-3485	10100 Stonesby Ln, Waxhaw, North Carolina 28173-4102	5	5-10 years
1120	Picha, Diane	(952) 412-8872	315 Wicklow Pl, Owatonna, Minnesota 55060-1301	5	16-20 years
1121	Pierce, Chris	(484) 716-0498	126 N Savanna Dr, Pottstown, Pennsylvania 19465-6605	4	11-15 years
1122	Pierce, Margot (Demarte, Jessica)	(585) 727-8242	57 Ellsworth Dr, Cheektowaga, New York 14225-4303	more than 5	16-20 years
1123	Pieris, Valerie	(918) 899-0757	2109 E Concord St, Broken Arrow, Oklahoma 74012-9628	1	3 years
1124	Pietrzak, Melissa	(239) 728-7331	527 Creek Pt, Mount Juliet, Tennessee 37122-5605	2	4 years
1125	Pitre, Denene	(631) 767-1717	16 Rivera Ln, West Sayville, New York 11796-1514	1	16-20 years
1126	Pitts, Lillian C	(941) 209-9698	5146 San Palermo Dr, Bradenton, Florida 34208-2372	4	11-15 years
1127	Pizzuto, Anthony (Pizzuto, Diana)	(914) 879-1236	48 Parker Dr, Mahopac, New York 10541-2056	5	11-15 years
1128	Platt, Stacy	(814) 937-1238	517 Keystone Ave, Cresson, Pennsylvania 16630-1330	3	16-20 years
1129	Platt, Wendy (Platt, Sean)	(402) 740-5655	437 Hackberry Rd, Shelby, Iowa 51570-5307	4	more than 20 years
1130	Platz, Teresa	(218) 731-9027	710 E Lakeside Dr, Fergus Falls, Minnesota 56537-1412	2	11-15 years
1131	Plowman, Marisa	(412) 979-4975	2717 Crosby Ave, Pittsburgh, Pennsylvania 15216-1903	4	11-15 years
1132	Podgorski, Danielle	(757) 678-6575	PO Box 693, Cheriton, Virginia 23316-0693	2	5-10 years
1133	Poissant, Claudia T	(954) 790-8471	1950 N Andrews Ave Apt 210, Wilton Manors, Florida 33311-3900	1	more than 20 years
1134	Polcare, Deana	(518) 337-0991	32 Trottingham Rd, Saratoga Springs, New York 12866-8921	2	2 years
1135	Poling, Linton (Poling, Michael)	(931) 698-2971	2103 Highland Ave, Columbia, Tennessee 38401-4003	2	5-10 years
1136	Pollitt, Ashley (Pollitt, Sheila)	(941) 726-9513	2437 Tangerine Dr, Sarasota, Florida 34239-5408	5	5-10 years
1137	Poole, Kadarius	(318) 507-9245	2113 Kayden Jay Dr, Bossier City, Louisiana 71112-5036	5	4 years
1138	Porter, Jerrett	(520) 780-7572	2463 Village St, Twin Falls, Idaho 83301-4698	more than 5	11-15 years
1139	Porter, Keshia	(757) 325-5911	6525 Sackett Way, Charlotte, North Carolina 28269-1010	3	16-20 years
1140	Porter, Steven	(315) 868-6994	PO Box 313, Remsen, New York 13438-0313	2	11-15 years

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	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1141	Portillo Lopez, Margaret	(503) 956-1517	SW 209th Ave, Aloha, Oregon 97003	2	more than 20 years
1142	Post, Brenda	(765) 427-0361	25 Sunbeam Dr, Bluffton, South Carolina 29909-5096	2	more than 20 years
1143	Potter-Knowles, Tiffany	(561) 562-2122	1833 Abbey Rd, West Palm Beach, Florida 33415-5654	3	2 years
1144	Potter, Karen	(740) 464-1823	9696 State Route 125, West Portsmouth, Ohio 45663-8982	2	3 years
1145	Powell, Danielle	(919) 619-8890	328 Bandana Way, Cameron, North Carolina 28326-4041	2	16-20 years
1146	Powell, Tina	(631) 766-4040	261 Edward Ave, Medford, New York 11763-4025	3	11-15 years
1147	Powley, Christopher	(208) 573-0873	446 NW McMurrey Rd, Mountain Home, Idaho 83647-5738	4	11-15 years
1148	Pratscher, Lynda	(608) 215-6794	1661 Dover Ct Apt A, Wheaton, Illinois 60189-8441	3	5-10 years
1149	Premo, Heather (Premo, Derek)	(302) 535-5082	168 Barksdale Dr, Charles Town, West Virginia 25414-5618	4	more than 20 years
1150	Pressnall, Cassandra	(507) 272-4271	303 12th Ave NE, Stewartville, Minnesota 55976-1578	4	16-20 years
1151	Prewitt, Donald	(224) 339-3119	902 Wilshire Dr Apt 2, Genoa, Illinois 60135-1348	1	less than 1 year
1152	Price, Ida	(509) 220-0989	4394 Hesselstine Rd, Valley, Washington 99181-9721	1	16-20 years
1153	Primavera, Vanessa (Sybrandy, Cornelius)	(814) 341-6095	7212 Marriottsville Rd #2, Marriottsville, Maryland 21104-1126	3	more than 20 years
1154	Pugh, William	(740) 827-6402	418 Rue Degraevelle, New Iberia, Louisiana 70563-0990	2	11-15 years
1155	Pullins, Terry	(308) 850-6563	1208 Warren Ln, Grand Island, Nebraska 68801-3869	more than 5	5-10 years
1156	Putnick, Amanda	(217) 556-3364	628 Orchard St, Edwardsville, Illinois 62025-1238	2	11-15 years
1157	Quintanilla, Sarena	(949) 942-2998	180 Woodbury St Apt 323, Manchester, New Hampshire 03102-4898	3	2 years
1158	Rabant, Joe	(440) 570-6344	1697 Coyote Run, Valley City, Ohio 44280-9494	3	16-20 years
1159	Rae, Mackensie	(509) 975-8215	356 Tucker Ave, Umatilla, Oregon 97882-9317	2	1 year
1160	Rael, Gino	(720) 355-6534	8500 Faraday St, Denver, Colorado 80229-5073	2	4 years
1161	Ragland, Lenora	(336) 303-2269	570 S Westview Dr, Winston Salem, North Carolina 27103-1811	4	4 years
1162	Ramirez, Angela	(608) 354-7024	579 Toepfer Ave, Madison, Wisconsin 53711-1667	4	more than 20 years
1163	Ramirez, Soledad	(602) 503-5043	17646 W Statler Dr, Surprise, Arizona 85388-1762	5	2 years
1164	Ramos-Rivera, Ashley	(646) 266-3986	3614 Grande Reserve Way Apt 103, Orlando, Florida 32837-4094	4	2 years
1165	Ramos, Wendy	(347) 213-0382	20 Van Corlear Pl Ste 2, Bronx, New York 10463-6736	more than 5	2 years
1166	Rankin, Charles (Rankin, Betty)	(618) 638-3587	3160 Washboard Ln, Metropolis, Illinois 62960-4242	5	11-15 years
1167	Rasco, Nicole	(318) 538-8708	502 Roselawn Ave Apt A, Monroe, Louisiana 71201-5332	1	5-10 years
1168	Rawls, Robin	(803) 240-1098	218 Legend Oaks Dr, Columbia, South Carolina 29229-7142	1	more than 20 years
1169	Ray, Alan	(314) 761-3741	29200 Jones Loop Rd, Punta Gorda, Florida 33950-8394	5	11-15 years
1170	Ray, Heather	(504) 881-5322	102 James Ln, Proctor, West Virginia 26055-4220	5	2 years
1171	Ray, Tim	(276) 971-9291	1435 US Highway 23 South, Weber City, Virginia 24290-7062	more than 5	11-15 years
1172	Reed, Beverly	(712) 490-9142	3314 Jones St, Sioux City, Iowa 51104-1908	3	more than 20 years
1173	Reed, Bruce	(989) 430-2897	1671 E Lancer Ln, Midland, Michigan 48640-8968	more than 5	11-15 years
1174	Reed, Katherine	(931) 787-9746	134 Hillendale Acres Ln, Crossville, Tennessee 38572-3187	3	11-15 years
1175	Reed, Shavon	(602) 317-3806	8637 S 9th St, Phoenix, Arizona 85042-7851	more than 5	5-10 years
1176	Reesor, Sherie	(203) 559-0117	41 Purdy Ave # 92, Rye, New York 10580-7507	3	2 years
1177	Regal, Paul	(330) 824-2281	4000 Radtka Dr SW, Warren, Ohio 44481-9207	1	5-10 years
1178	Reich, Kari	(402) 214-2175	10605 Madison St, Omaha, Nebraska 68127-4512	more than 5	5-10 years

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	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1179	Reid, Brittany	(440) 789-9427	5787 S Ridge Rd W, Geneva, Ohio 44041-9377	5	5-10 years
1180	Reid, Christopher	(225) 678-8092	26780 S Satsuma Rd, Livingston, Louisiana 70754-3209	4	1 year
1181	Reinhart, Eric	(559) 760-3118	300 McEwen Dr, Belgrade, Montana 59714-3123	3	more than 20 years
1182	Reinhart, Lorraine	(412) 721-3702	190 Sagamore Hill Rd Apt D, Pittsburgh, Pennsylvania 15239-2957	2	more than 20 years
1183	Reiter, Lee	(630) 330-1837	16132 W Switch Grass Rd, Lockport, Illinois 60441-4115	2	16-20 years
1184	Reiter, Ronald	(520) 971-9965	559 E Sterling Canyon Dr, Vail, Arizona 85641-2289	3	3 years
1185	Rejniak, Jennifer	(267) 761-8000	61 Taylors Way, Holland, Pennsylvania 18966-2686	1	5-10 years
1186	Rench, Kathleen	(302) 401-3649	326 N Bradford St Apt 5, Dover, Delaware 19904-3029	1	less than 1 year
1187	Reno, Christina	(318) 451-1153	503 Oak St, Colla, Louisiana 71417-1437	2	11-15 years
1188	Renshaw, Kristina	(402) 290-2394	216 16th Ave, Council Bluffs, Iowa 51503-6830	3	more than 20 years
1189	Rentz, Reba	(270) 748-8348	232 Miles Hill Rd # 3, Cecilia, Kentucky 42724-9670	3	5-10 years
1190	Retzer, Stephanie	(716) 259-7370	1328 Ashland Ave, Niagara Falls, New York 14301-1216	3	5-10 years
1191	Reynolds, Curtis	(704) 770-5359	8041 Water View Dr, Belmont, North Carolina 28012-6742	3	16-20 years
1192	Rheault, Kellieann	(603) 264-5270	PO Box 1301, Cornville, Arizona 86325-1301	more than 5	5-10 years
1193	Rhodes, Donna	(815) 814-8543	1933 Sebastian Dr, Woodstock, Illinois 60098-2298	4	more than 20 years
1194	Rice, Brigitte (Rice, Gary)	(270) 234-4223	474 Gray Rd, Hodgenville, Kentucky 42748-9574	2	less than 1 year
1195	Rice, Margaretann	(253) 297-0802	100 W Annie Pl, Ellensburg, Washington 98926-3093	2	more than 20 years
1196	Rice, Misty	(740) 461-4414	1304 Park St, Steubenville, Ohio 43952-2633	3	less than 1 year
1197	Rich, Darlene	(203) 623-8924	8338 Crystal Harbour Dr, Tampa, Florida 33615-3078	4	16-20 years
1198	Richardson, Anita	(503) 871-5157	14 Starview Dr, Garden Valley, Idaho 83622-5222	2	4 years
1199	Richardson, Elizabeth	(407) 272-3840	269 Hill St, Casselberry, Florida 32707-3422	1	4 years
1200	Ricketts, Casey	(217) 416-6005	1812 S Lynnwood Ct, Decatur, Illinois 62521-4740	2	11-15 years
1201	Rickey, Barbara	(843) 833-1330	186 Wraggs Ferry Rd, Georgetown, South Carolina 29440-6834	more than 5	16-20 years
1202	Ridderbush, Brian	(503) 781-5823	4605 NE 125th Cir, Vancouver, Washington 98686-3369	2	more than 20 years
1203	Rigdon, Tina	(803) 300-0258	4311 Reedy Branch Rd, Blackville, South Carolina 29817-4246	1	5-10 years
1204	Riley, Angela	(513) 490-8708	6230 Maple Grv, Morrow, Ohio 45152-8440	1	more than 20 years
1205	Ringer, Kristi	(541) 808-4406	28448 Mateer Rd, Gold Beach, Oregon 97444-9619	1	3 years
1206	Ritter, Sherry	(910) 690-1500	1183 Reynolds Mill Rd, Robbins, North Carolina 27325-8303	2	11-15 years
1207	Rivera, Delia	(248) 709-3410	500 Brooks Ave, Pontiac, Michigan 48340-1303	5	11-15 years
1208	Rivera, Evelyn	(407) 718-7870	13724 Beckman Dr, Windermere, Florida 34786-7427	4	more than 20 years
1209	Rivers, Temeka	(761) 225-7480	829 N Park Ave, Brownsville, Tennessee 38012-2152	3	11-15 years
1210	Roach, Melissa	(336) 469-0226	150 Grandview Dr, Sparta, North Carolina 28675-8447	3	5-10 years
1211	Robateau, Denise	(917) 676-8905	266 Washington Ave Apt C19, Brooklyn, New York 11205-4214	2	5-10 years
1212	Robbins, Ashlan	(320) 360-3140	2103 23rd St S Unit 311, Great Falls, Montana 59405-5287	1	1 year
1213	Roberts, Anita	(773) 680-7095	6608 W Diversey Ave Apt 100, Chicago, Illinois 60707-2232	1	5-10 years
1214	Robinson, Brianna	(410) 960-9499	938 Bayner Ct, Essex, Maryland 21221-5900	2	2 years
1215	Robinson, Broderick	(850) 661-5727	619 SW Orange Ave, Madison, Florida 32340-1868	3	3 years
1216	Robinson, Donna	(602) 400-5147	2090 N Sunset Rd, Apache Junction, Arizona 85119-9516	2	11-15 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1217	Robinson, Edward	(757) 667-0210	2033 Indian Point Rd, Suffolk, Virginia 23434-8441	4	5-10 years
1218	Robinson, Jessica	(864) 642-8899	737 Wilson Ferry Rd, Moore, South Carolina 29369	4	5-10 years
1219	Robinson, Melissa	(704) 726-4475	4500 Croft Mill Ln, Charlotte, North Carolina 28226-9222	1	5-10 years
1220	Robinzine, Siera	(509) 406-4882	105 S 1st Ave, Yakima, Washington 98902-3400	4	3 years
1221	Rodakowski, Cody	(503) 477-3113	18025 Carlson Ave, Sandy, Oregon 97055-8840	3	5-10 years
1222	Rodas, Dawn	(585) 356-5494	14885 Holley Rd, Albion, New York 14411-9574	2	more than 20 years
1223	Rodriguez, Daniel	(646) 464-8336	450 Lexington Ave # 1666, New York, New York 10017-3904	1	2 years
1224	Rodriguez, Erica	(980) 260-9172	7413 William Reynolds Dr, Charlotte, North Carolina 28215-2350	2	4 years
1225	Rodriguez, Ingrid	(321) 377-5868	315 Foxboro Ct, Lake Mary, Florida 32746-3495	more than 5	5-10 years
1226	Rodriguez, Josue	(813) 521-2023	6510 Camden Bay Dr Apt 202, Tampa, Florida 33635-9069	more than 5	5-10 years
1227	Rodriguez, Leon	(815) 909-4099	499 Kensington Ct, DeKalb, Illinois 60115-4080	2	5-10 years
1228	Rodriguez, Patricia	(239) 272-6672	1756 55th St SW, Naples, Florida 34116-5508	3	16-20 years
1229	Rody, Samuel	(445) 202-8296	3524 Churchill Ln, Philadelphia, Pennsylvania 19114-1808	2	11-15 years
1230	Rogalski, Mary	(602) 663-1792	3521 W Bluefield Ave, Glendale, Arizona 85308-2409	2	5-10 years
1231	Rogers, Amanda	(231) 679-5806	423 Glenview Dr, Fostoria, Ohio 44830-1623	3	11-15 years
1232	Roill, Deborah	(716) 696-0355	5764 Fisk Rd, Lockport, New York 14094-9223	4	16-20 years
1233	Roniger, Michael	(504) 250-7504	1712 Elise Ave, Metairie, Louisiana 70003-3604	1	less than 1 year
1234	Rooney, Edward	(248) 882-6111	7250 Gale Rd, Grand Blanc, Michigan 48439-7416	3	11-15 years
1235	Roosen, Jennifer	(513) 516-7274	9103 Zoellner Dr, Cincinnati, Ohio 45251-3049	2	more than 20 years
1236	Rose, Brian	(480) 406-1414	311 E Balao Dr, Phoenix, Arizona 85085-7249	3	5-10 years
1237	Rose, Karen	(845) 795-1056	2 Cherokee Dr, Milton, New York 12547-5100	1	5-10 years
1238	Rosenberger, Mark (Rosenberger, Mark)	(248) 376-6275	1111 Enfield Rd, Rochester Hills, Michigan 48307-5431	3	16-20 years
1239	Ross Spiller, Patricia	(917) 282-0835	75 Henry St Apt 121, Brooklyn, New York 11201-1758	1	16-20 years
1240	Ross, Alisa	(724) 681-6912	613 High Streer, Freeport, Pennsylvania 16229	3	more than 20 years
1241	Ross, Carol	(859) 384-0816	2701 Daphne Dr, Union, Kentucky 41091-8713	1	5-10 years
1242	Ross, Kristine	(708) 543-5397	PO Box 493, Oak Lawn, Illinois 60454-0493	3	4 years
1243	Rothwell, George	(859) 408-6811	235 Wayne Dr Apt B20, Richmond, Kentucky 40475-2339	2	5-10 years
1244	Rowland, Dustin	(423) 426-4479	137 Ao Buckles Rd, Elizabethton, Tennessee 37643-6822	2	11-15 years
1245	Rubin, Brian	(301) 254-7667	8307 Fox Run, Potomac, Maryland 20854-2576	4	16-20 years
1246	Ruhstaller, David	(937) 515-3156	7348 Tricounty Hwy Lot 8, Sardinia, Ohio 45171-9389	3	4 years
1247	Rush, Christopher	(954) 483-5925	602 Heartwell Dr, Kissimmee, Florida 34759-3230	1	11-15 years
1248	Russell, Melissa	(937) 418-7798	414 Y St, Piqua, Ohio 45356-3745	2	11-15 years
1249	Sadoun, Linda	(321) 821-8314	4274 Kipling Dr, Cocoa, Florida 32926-6812	3	5-10 years
1250	Sacknoff, Julia	(718) 702-8536	415 Beverley Rd Apt 2N, Brooklyn, New York 11218-3154	1	16-20 years
1251	Sahagun, Alvaro (Sahagun, Elba)	(708) 548-4278	182 W 16th St, Chicago Heights, Illinois 60411-3445	5	11-15 years
1252	Sahar, Laura (Noman, Joyce)	(509) 820-9372	10 N Johnson St, Kennewick, Washington 99036-2932	3	5-10 years
1253	Salameh, Michele	(732) 236-3191	119 S Cromwell Dr, Mooresville, North Carolina 28115-2977	2	11-15 years
1254	Salata, Janice	(440) 308-7697	442 Berkshire Rd, Elyria, Ohio 44035-2914	4	more than 20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1255	Salcedo, Amber	(402) 216-5059	14204 Anne St, Omaha, Nebraska 68137-1503	more than 5	5 years
1256	Saldivar, Jill	(206) 240-3420	23413 SE 244th Ct, Maple Valley, Washington 98038-8358	3	5-10 years
1257	Sallee, Cherry	(719) 213-0492	7046 Flowering Almond Dr, Colorado Springs, Colorado 80923-5473	2	5-10 years
1258	Salmons, Lori	(352) 502-6980	18596 SE 55th Pl, Ocklawaha, Florida 32179-3482	2	16-20 years
1259	Salvero, Joseph	(610) 462-6045	14296 Halls Haven Ln, Beaverdam, Virginia 23015-1352	3	4 years
1260	Sammons, Sydney	(815) 529-8086	14209 Russellville Rd, Capron, Illinois 61012-9503	4	5-10 years
1261	Sanders, Latisha	(773) 720-1055	11536 S Ada St, Chicago, Illinois 60643-5104	2	16-20 years
1262	Sanders, Mark	(864) 800-3008	10000 Belton Honea Path Hwy, Belton, South Carolina 29627-8103	2	2 years
1263	Sandoval, Adrian	(575) 937-5604	223 Escalante Dr, Ruidoso Downs, New Mexico 88346-9579	3	1 year
1264	Sanks, Jennifer	(708) 612-6577	22636 Bear Claw Ln, Frankfort, Illinois 60423-5000	2	5-10 years
1265	Santilli, Kathleen	(727) 698-0783	707 Pine Creek Ct, Seneca, South Carolina 29672-2468	more than 5	5-10 years
1266	Sathrum, Margaret	(503) 502-7312	4305 SE Jefferson St, Milwaukie, Oregon 97222-5339	2	more than 20 years
1267	Satterfield, Lisa	(270) 619-5409	1774B Wells Rd, Nortonville, Kentucky 42442-9474	1	5-10 years
1268	Saunders, Herbert	(845) 304-9010	1064 Resolution Dr, Bethlehem, Pennsylvania 18017-7720	1	16-20 years
1269	Saunders, Ann	(248) 242-1837	42519 Northville Place Dr Apt 424, Northville, Michigan 48167-3189	1	5-10 years
1270	Savage, Liza (Savage, Michael)	(321) 558-0649	6226 Sunnybrook Blvd, Englewood, Florida 34224-8419	2	5-10 years
1271	Scalamonti, Karin	(570) 789-3196	82 Hunter St Apt 4, Tamaqua, Pennsylvania 18252-1955	1	2 years
1272	Sealise, Robert	(623) 238-0809	13350 W Oyer Ln, Peoria, Arizona 85383-7917	2	11-15 years
1273	Scarborough, Virginia	(850) 688-0890	3811 Menendez Dr, Pensacola, Florida 32503-3136	3	5-10 years
1274	Scherer, Elaine	(417) 229-5864	PO Box 174, Halltown, Missouri 65664-0174	2	less than 1 year
1275	Scheuermann, Karen	(570) 486-3419	4563 State Route 61, Paxinos, Pennsylvania 17860-7550	4	11-15 years
1276	Schlemmer, Roger	(715) 781-0479	1121 Summer St, Hudson, Wisconsin 54016-2012	1	11-15 years
1277	Schlosser, Jennifer	(954) 614-6104	2255 W Orange Grove Rd Apt 5205, Tucson, Arizona 85741-3154	more than 5	4 years
1278	Schminky, Brandi	(931) 637-7704	190 S Highway 11 # 813, West Union, South Carolina 29696-2432	2	3 years
1279	Schmitt, Paul	(928) 503-0286	12376 S Renee Ave, Yuma, Arizona 85367-6030	3	more than 20 years
1280	Schmollinger, Lois	(417) 926-9241	4381 Gravel Point Rd, Mountain Grove, Missouri 65711-2685	2	16-20 years
1281	Schneider, Andrew	(847) 863-6106	3720 N Alder Dr, Hoffman Estates, Illinois 60192-1505	5	5-10 years
1282	Schoffner, Christy	(618) 789-8133	837 Fort Henry Rd, Belleville, Illinois 62221-6619	more than 5	5-10 years
1283	Schools, Pamela (Flagg, Scott)	(910) 603-7416	915 E Simpson Ave, Salt Lake City, Utah 84106-2310	3	16-20 years
1284	Schrader, Danielle	(443) 722-4781	407 Courtland Pl, Bel Air, Maryland 21014-3319	4	11-15 years
1285	Schramm, Theodore	(810) 348-9033	1120 Crystal Wood Dr, Davison, Michigan 48423-3416	5	more than 20 years
1286	Schreiner, George	(516) 233-4540	42 Derby St, Valley Stream, New York 11581-1118	5	11-15 years
1287	Schubert, Christie	(417) 582-3564	5137 N 23rd St, Ozark, Missouri 65721-5700	1	less than 1 year
1288	Schultz, Ashley	(507) 676-0854	403 8th Ave W, Ellendale, Minnesota 56026-1057	2	11-15 years
1289	Schupp, Stephen	(406) 382-0138	PO Box 547, Superior, Montana 59872-0547	2	16-20 years
1290	Schwartzberg, Stuart	(845) 216-1112	343 E Elgin St, Gilbert, Arizona 85295-1925	3	more than 20 years
1291	Schwarz, Keane	(712) 870-3525	3786 315th St, Mapleton, Iowa 51034-8028	3	5-10 years
1292	Scott, Moncejon	(906) 290-6696	4693 Cannon St, Watersmeet, Michigan 49969	more than 5	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1293	Scott, Monique	(240) 691-3397	2808 Xavier Ln, District Heights, Maryland 20747-3231	3	11-15 years
1294	Scott, Susan	(515) 554-8757	1800 Grand Ave Apt 201, West Des Moines, Iowa 50265-5032	1	11-15 years
1295	Scruggs, Diane	(224) 650-1881	684 S Barrington Rd # 290, Streamwood, Illinois 60107-1841	2	5-10 years
1296	Sedam, Fran	(309) 441-6743	558 34th Ave, East Moline, Illinois 61244-3420	2	5-10 years
1297	Seek, Erin	(575) 494-3185	5690 Louisville Rd Lot 207, Bowling Green, Kentucky 42101-7224	5	16-20 years
1298	Seelow, Andy	(360) 536-2024	20896 NE Melson Ln, Poulsbo, Washington 98370-8915	3	11-15 years
1299	Seemann, Neil	(701) 721-5560	407 County Road 444, Piggott, Arkansas 72454-7549	2	16-20 years
1300	Segrest, Debbie	(618) 267-0734	1727 W Saint Louis Ave, Vandalia, Illinois 62471-2448	1	11-15 years
1301	Segura, Catherine	(563) 202-4328	PO Box 196, Spillville, Iowa 52168-0196	3	2 years
1302	Self, Daffy	(615) 424-2561	630 Red Hill Rd, Woodbury, Tennessee 37190-5812	2	11-15 years
1303	Selle (Fox), Erin (Selle, Marlis)	(507) 327-1990	61227 Frederick Dr, Madison Lake, Minnesota 56063-4211	4	16-20 years
1304	Serbin, Debra	(847) 293-6336	2230 Buckthorn Dr, Algonquin, Illinois 60102-4219	4	16-20 years
1305	Shade, Jack	(614) 989-1150	572 Legacy Dr, Westerville, Ohio 43082-6016	2	11-15 years
1306	Shah, Atul	(954) 701-7086	4222 SW 141st Ave, Davie, Florida 33330-5726	5	5-10 years
1307	Shankar, Vidya	(732) 570-0625	1335 Cadence St, Henderson, Nevada 89052-6478	more than 5	more than 20 years
1308	Shapiro, Robert	(732) 236-0744	225 W 34th St Ste 2117, New York, New York 10122-2118	more than 5	16-20 years
1309	Shedlosky, Tod	(717) 421-8259	6346 N Powderhorn Rd, Mechanicsburg, Pennsylvania 17050-8305	5	more than 20 years
1310	Shell, Carrie	(601) 641-1845	13102 Hoyne Ave Apt 2, Blue Island, Illinois 60406-4857	2	11-15 years
1311	Shelton, Lee	(425) 249-6149	517 Sterling Falls Ave, Henderson, Nevada 89011-2672	2	5-10 years
1312	Shelton, Twane	(804) 269-6746	PO Box 24862, Richmond, Virginia 23224-0862	2	5-10 years
1313	Shepard, Cortne	(773) 490-7340	4222 W Cullerton St W, Chicago, Illinois 60623-2715	more than 5	5-10 years
1314	Sherman, Stacey	(443) 794-3509	4125 Apple Leaf Ct, Pasadena, Maryland 21122-4171	4	11-15 years
1315	Shi, Xiaohua	(412) 862-5469	1209 Shady Ave, Pittsburgh, Pennsylvania 15232-2811	4	more than 5 years
1316	Short, Kelly	(615) 705-4334	7496 Christopher St, Fairview, Tennessee 37062-7330	2	3 years
1317	Shorts, Trista	(301) 379-2149	7749 Muncy Rd, Landover, Maryland 20785-2755	3	more than 20 years
1318	Shriner, Patricia (Shrienr, Jerry)	(480) 285-8312	1091 E Poncho Ln, San Tan Valley, Arizona 85143-4974	4	16-20 years
1319	Shuff, Lisa	(502) 762-2924	3799 Cape Landing Cir, Myrtle Beach, South Carolina 29588-1121	3	5-10 years
1320	Sikucinski, Rosemary	(862) 268-2494	5654 Hogan Court, The Villages, Florida 32163	2	16-20 years
1321	Silfies, Bradley	(501) 804-3489	718 N Fillmore St, Little Rock, Arkansas 72205-3226	1	5-10 years
1322	Sillaway, Rhonda	(629) 333-4803	2121 Clay St, Murphysboro, Illinois 62966-2443	2	5-10 years
1323	Simm, Rosemary	(352) 598-1563	10500 SW 56th Ave, Ocala, Florida 34476-3851	2	16-20 years
1324	Simmons, Brenna	(309) 335-8599	1277 55th Ave, Avon, Illinois 61415-9238	more than 5	16-20 years
1325	Simmons, Kimmarie	(208) 819-1426	27321 N Ramsey Rd, Athol, Idaho 83801-9737	3	16-20 years
1326	Simmons, Teresa	(917) 690-1945	6707 Yellowstone Blvd # 4D4D, Forest Hills, New York 11375-2352	1	5-10 years
1327	Simon, Marie	(337) 247-5508	116 Francois Dr, Lafayette, Louisiana 70507-9735	5	16-20 years
1328	Sippo, Isabel (Sippo, William)	(309) 536-0663	4 Greymore Dr, Chesterfield, Missouri 63017-3338	more than 5	more than 20 years
1329	Sisk, Ange	(704) 661-6610	136 Jack Griffin Dr, Dallas, North Carolina 28034-7687	more than 5	11-15 years
1330	Sittinger, Sharon	(216) 559-0531	5606 Gargasz Dr, Lorain, Ohio 44053-3356	3	16-20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1331	Sitner, Scott	(318) 512-6343	150 Puckett Rd, Monroe, Louisiana 71203-8419	4	more than 20 years
1332	Skipper, Nasheed	(786) 334-8754	1421 Gilbert Dr Lot 5, Florence, South Carolina 29506-5191	4	5-10 years
1333	Slaughter, Morgan	(708) 612-2590	2473 Marston Hts, Colorado Springs, Colorado 80920-5130	3	5-10 years
1334	Slentz, Calvin	(704) 477-8408	2218 Brookwood Rd, Lincolnton, North Carolina 28092-0626	5	16-20 years
1335	Slover, Charlotte (Slover, Robert)	(513) 502-1540	1015 Macedonia Rd., Wilmington, Ohio 45177	2	16-20 years
1336	Small, Shana	(216) 334-6364	2727 Rondel Rd, Columbus, Ohio 43231-5868	2	5-10 years
1337	Smelser, Timothy	(719) 330-3477	PO Box 69, Ramah, Colorado 80832-0069	3	more than 20 years
1338	Smigal, Matt	(443) 790-7063	4315 Cypress Knoll Pl, White Plains, Maryland 20695-3802	2	16-20 years
1339	Smith-Murray, Pamela	(850) 368-7176	17W712 Butterfield Rd Apt 204, Oakbrook Terrace, Illinois 60181-4342	4	11-15 years
1340	Smith-Shelton, Karen (Shelton, Michael)	(602) 502-3673	5744 W Huntington Dr, Laveen, Arizona 85339-5148	4	16-20 years
1341	Smith, Ann	(505) 900-4898	8838 Odin Rd SW, Albuquerque, New Mexico 87121-9316	1	3 years
1342	Smith, Bradley	(541) 200-5234	1467 Siskiyou Blvd # 240, Ashland, Oregon 97520-2336	4	11-15 years
1343	Smith, Chad	(814) 360-4866	1529 Dry Hollow Rd, Warriors Mark, Pennsylvania 16877-6315	1	5-10 years
1344	Smith, Devin	(170) 349-8360	12001 Market St, Reston, Virginia 20190-6209	1	5-10 years
1345	Smith, Disna	(772) 207-8926	5 Alcala Ln, Port Saint Lucie, Florida 34952-2302	1	1 year
1346	Smith, Gabrielle (Taylor, Christina)	(419) 322-6145	2510 Consaul St Lot 118, Toledo, Ohio 43605-4301	4	3 years
1347	Smith, Jennifer	(215) 498-8298	1511 N 58th St, Philadelphia, Pennsylvania 19131-3811	3	16-20 years
1348	Smith, Justin	(505) 450-9102	890 Stovall Ave, Bosque Farms, New Mexico 87068-9614	more than 5	5-10 years
1349	Smith, Shannon	(731) 694-6194	10 Shirlee Dr, Jackson, Tennessee 38301-5616	4	5-10 years
1350	Smith, Stephanie	(740) 961-0291	629 Sycamore St, Portsmouth, Ohio 45662-5214	2	11-15 years
1351	Smith, Steven	(406) 839-4344	2304 Hewitt Dr, Billings, Montana 59102-4749	1	2 years
1352	Smith, Thomas	(864) 356-8928	122 Lari Ln Apt G, Anderson, South Carolina 29625-5017	5	5-10 years
1353	Snider, Linda	(937) 707-7662	1631 State Route 292, Zanesfield, Ohio 43360-9737	2	more than 20 years
1354	Snyder, Lori	(937) 308-8766	9625 W Covington Gettysburg Rd, Covington, Ohio 45318-8709	4	11-15 years
1355	Snyder, Mary	(605) 880-6336	1111 43rd St NW, Watertown, South Dakota 57201-5495	2	16-20 years
1356	Sobala, Anne	(217) 993-2689	1500 W Capitol Ave, Springfield, Illinois 62704-1514	4	4 years
1357	Sobon, Mary	(518) 312-8665	190 County Route 67, Stillwater, New York 12170-1808	1	more than 20 years
1358	Solis, Denisr	(253) 682-7354	21516 44th Avenue Ct E, Spanaway, Washington 98387-6846	1	5-10 years
1359	Southern, Charles	(804) 310-1178	1401 Abingdon Rd, North Chesterfield, Virginia 23236-4317	3	more than 20 years
1360	Sovine, Santana	(803) 634-1730	1205 Williams Dr, Aiken, South Carolina 29803-5363	5	16-20 years
1361	Sowards, Lyle	(304) 360-1817	905 Warren St, Marietta, Ohio 45750-1956	3	more than 20 years
1362	Span, Sharon	(773) 680-2176	7443 Washington St Apt 309, Forest Park, Illinois 60130-1537	1	more than 20 years
1363	Spencer, Christina	(503) 459-7729	2333 SE 110th Ave, Portland, Oregon 97216-3212	2	11-15 years
1364	Spring, Victoria	(716) 998-3920	7124 Mavis Dr, North Tonawanda, New York 14120-1439	2	more than 20 years
1365	Spurlin, Carl	(602) 882-8323	19608 N 14th Pl, Phoenix, Arizona 85024-3630	2	16-20 years
1366	Sracic, Thomas	(608) 575-1109	414 S Main St, Deerfield, Wisconsin 53531-9508	2	3 years
1367	Stabler, Teresa	(402) 922-1191	85685 Highway 35, Wakefield, Nebraska 68784-5151	more than 5	more than 20 years
1368	Stacks, Dianne	(904) 710-9912	2750 Hidden Creek Dr, Jacksonville, Florida 32226-1218	2	more than 20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1369	Staff, Patricia	(570) 604-6003	608 W Colonial Ave, Elizabeth City, North Carolina 27909-4218	more than 5	less than 1 year
1370	Staffen, Lakota	(616) 250-3829	13724 Deaner Rd, Howard City, Michigan 49329-9510	3	5-10 years
1371	Staffinger, Kurt	(321) 544-8620	283 Firefly Tree, Saint Augustine, Florida 32092-9378	4	4 years
1372	Stamps, Xavier	(504) 777-6078	3320 Wall Blvd, Gretna, Louisiana 70056-8634	2	2 years
1373	Stanfill, Shawna	(541) 961-3661	PO Box 1351, Newport, Oregon 97365-0104	4	5-10 years
1374	Stark, Jeffery (Stark, Therese)	(216) 402-0603	2650 Robinhood Dr, Parma, Ohio 44134-5456	4	more than 20 years
1375	Starkey, Sarah	(517) 719-6699	5877 Willowbridge Rd, Ypsilanti, Michigan 48197-7131	4	11-15 years
1376	Starr-Halvorson, Shaylene	(320) 305-1037	412 Jackson Ave, Ortonville, Minnesota 56278-1453	3	more than 20 years
1377	Steiger, Daniel (Steiger, Daniel)	(516) 314-7321	76 Hawthorne Ave, Ronkonkoma, New York 11779-5902	2	11-15 years
1378	Steppler, Alecia	(618) 214-0356	1727 W Chrysler Dr, Belvidere, Illinois 61008-6019	1	16-20 years
1379	Stemshein, Michael	(561) 512-6145	8824 Creston Ln, Boynton Beach, Florida 33472-2991	2	16-20 years
1380	Stevens, Deborah	(252) 241-7911	518 Gene Dr, Havelock, North Carolina 28532-1739	1	16-20 years
1381	Stevens, Krista	(570) 728-5934	309 E Pine St, Mahanoy City, Pennsylvania 17948-2740	1	5-10 years
1382	Stewart, Jessica	(815) 712-6762	315 Copper Springs Ln, Elgin, Illinois 60124-4341	2	5-10 years
1383	Stewart, Mel	(440) 310-3737	167 Lexington Ave, Elyria, Ohio 44035-6217	2	11-15 years
1384	Stickeler, John	(540) 814-7454	517 E State Route 4, Cathlamet, Washington 98612-9622	2	5-10 years
1385	Storms, Jennifer	(651) 271-5082	3517 Birchpond Rd, Eagan, Minnesota 55122-4900	3	11-15 years
1386	Stpeter, Steven	(802) 355-7302	443 Pleasant Valley Rd, Underhill, Vermont 05489-9767	1	4 years
1387	Straughen, Brandy	(240) 587-0476	4 Valley View Ct, Ballston Lake, New York 12019-9343	5	5-10 years
1388	Strausser, Gretchen	(843) 457-3151	131 Crimson Way, Pittsboro, North Carolina 27312-9864	1	5-10 years
1389	Strege, Samantha	(715) 815-0555	W5503 Co Rd 338, Wallace, Michigan 49893	2	5-10 years
1390	Strickler, Douglas	(620) 365-0636	1300 1300th St, Jola, Kansas 66749-1680	4	more than 20 years
1391	Strode, William	(734) 660-1840	2124 Glencoe Hills Dr Apt 2, Ann Arbor, Michigan 48108-1050	2	less than 1 year
1392	Strunkstein, Andrea	(443) 617-8428	2210 Pleasantville Rd, Fallston, Maryland 21047-1437	4	16-20 years
1393	Sturdavant, Kelsie	(567) 201-8395	342 W Buckeye St, Clyde, Ohio 43410-1938	3	3 years
1394	Summey, Ashley	(919) 749-7536	3948 Allison Trl, Hurdle Mills, North Carolina 27541-7748	1	5-10 years
1395	Sutherland, Adam	(757) 641-9365	4562 Mixson Ave, North Charleston, South Carolina 29405-5110	4	16-20 years
1396	Sutherland, Lori (Sutherland, Kevin)	(815) 404-9492	74 S Williams St, Crystal Lake, Illinois 60014-6153	2	5-10 years
1397	Suttles, Marquis (Perrin, Dominic)	(313) 258-5124	24433 Lyndon, Redford, Michigan 48239-3354	2	5-10 years
1398	Sweet, Hari-Lila	(443) 956-5131	4208 Holbrook Rd, Randallstown, Maryland 21133-1113	2	16-20 years
1399	Swingle, Sharon	(530) 356-8537	267 NE 18th Ave, Hillsboro, Oregon 97124-3501	2	more than 5 years
1400	Swope, Mark	(386) 507-4235	2290 Mud Lake Rd, De Leon Springs, Florida 32130-3070	4	2 years
1401	Szont, Debra	(586) 612-4224	22500 Wildwood St, Saint Clair Shores, Michigan 48081	1	more than 20 years
1402	Szumny, Amy (Szumny, Anthony)	(630) 336-1673	375 Jay St, Elburn, Illinois 60119-8222	3	5-10 years
1403	Tabor, Sarah	(541) 530-1229	158 Creekside Ct, Roseburg, Oregon 97471-4681	2	11-15 years
1404	Taffner, Brian	(845) 587-6756	14 Barry Ln, Bardonia, New York 10954-2127	5	more than 20 years
1405	Tammerne, Nick (Garand, Chelsea)	(419) 266-9927	4311 Morning Dove Dr, Oregon, Ohio 43616-3571	4	16-20 years
1406	Tarbell, Anna	(516) 307-7342	9812 Rockaway Beach Blvd, Rockaway Park, New York 11694-2836	1	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1407	Targan, Stephen	(215) 880-7343	1441 Schira Dr, Ambler, Pennsylvania 19002-4012	2	16-20 years
1408	Tarry, Ln	(571) 419-0276	185 Windbreak Ln, Youngsview, North Carolina 27596-3300	1	11-15 years
1409	Tarshis, Harvey	(516) 450-7538	3276 Murdock Ave, Oceanside, New York 11572-3614	2	5-10 years
1410	Taylor, Catina	(614) 795-8505	3693 Curtis Ave SE, Warren, Ohio 44484-3608	4	16-20 years
1411	Taylor, Cynthia	(413) 244-4814	12 Talmadge Rd, Carmel, New York 10512-6101	2	16-20 years
1412	Taylor, Eldridge	(312) 485-1434	354 E 85th St, Chicago, Illinois 60619-6048	4	5-10 years
1413	Taylor, Jeff	(616) 826-2769	29 Hemlock Cir, Ocala, Florida 34472-9086	more than 5	5-10 years
1414	Taylor, Kathryn	(872) 222-2229	1451 S Kenneth Ave, Chicago, Illinois 60623-1020	3	less than 1 year
1415	Taylor, Valery	(773) 558-5998	2740N N Sawyer Ave, Chicago, Illinois 60647-1516	1	3 years
1416	Teonchuk, Ann	(804) 380-7916	909 Ryder Rd, North Chesterfield, Virginia 23235-4049	4	16-20 years
1417	Teeling, Ronald	(815) 955-8535	2612 Dogwood Pl, Leesburg, Florida 34748-6409	4	5-10 years
1418	Tempinson, Dale	(314) 609-1521	10501 Fabick Dr, Saint Louis, Missouri 63123-5023	2	more than 20 years
1419	Teres, Stephanie	(412) 443-6130	481 Long Dr, Pittsburgh, Pennsylvania 15241-2006	3	5-10 years
1420	Terry, Sonia	(931) 247-1839	1503 Old Estill Springs Rd, Tullahoma, Tennessee 37388-5504	1	11-15 years
1421	Terry, Teresa	(904) 710-9117	13731 Weeping Willow Way, Jacksonville, Florida 32224-6891	2	more than 20 years
1422	Thach, Kinxian	(216) 970-7838	9668 Sunray Dr, Olmsted Twp, Ohio 44138-4253	more than 5	more than 20 years
1423	Theilen, Gerald (Lesch, Peggy)	(352) 428-0071	556 Jasmine Way S, St Petersburg, Florida 33705-4741	3	16-20 years
1424	Theilen, Gina	(813) 777-5552	125 5th Ave NE Apt 130, St Petersburg, Florida 33701-3034	1	11-15 years
1425	Thimons, Sheryl	(724) 396-3391	308 Upper Drennen Rd, New Kensington, Pennsylvania 15068-1638	1	11-15 years
1426	Thomas, Maedora	(704) 773-4880	1420 Ventura Way Dr Apt 5, Charlotte, North Carolina 28213-8053	1	4 years
1427	Thomas, Norman	(270) 823-2351	2438 N Elm St, Henderson, Kentucky 42420-2322	3	5-10 years
1428	Thomas, Paul	(509) 998-9572	1604 S Grand Blvd, Spokane, Washington 99203-2251	1	5-10 years
1429	Thompson, Bob	(618) 315-1771	10468 E Kingwood Dr, Effingham, Illinois 62401-4354	5	11-15 years
1430	Thompson, Douglas	(253) 973-6181	PO Box 42, South Prairie, Washington 98385-0042	2	5-10 years
1431	Thompson, Stephanie	(224) 523-3060	47W765 Winterset Rd, Hampshire, Illinois 60140-8434	3	5-10 years
1432	Tieger, Lance	(631) 512-6274	15 Vine Rd, Rocky Point, New York 11778-8922	3	11-15 years
1433	Tiffner, Curtis	(774) 203-8189	120 Providence Trl Apt 9201, Mount Juliet, Tennessee 37122-6561	2	16-20 years
1434	Tillotson, Victoria	(719) 760-9261	PO Box 421, Hugo, Colorado 80821-0421	2	11-15 years
1435	Tinta, Judith	(301) 518-5407	3813 Gentle Breeze Dr, Upper Marlboro, Maryland 20772-2538	1	2 years
1436	Toohy, Stacie	(870) 654-4541	2844 Kishwaukee St, Rockford, Illinois 61109-1019	4	5-10 years
1437	Torres, Colleen	(406) 210-7668	144 Snowberry St, Hamilton, Montana 59840-3629	4	16-20 years
1438	Torres, Marvin	(240) 215-5660	502 Brynn Marr Rd, Jacksonville, North Carolina 28546-7718	2	4 years
1439	Towns, Kenisha	(810) 294-3555	5607 Maplebrook Ln, Grand Blanc, Michigan 48507-4134	3	1 year
1440	Trachsel, Cathie	(218) 349-5005	6990 Bear Island Rd, Duluth, Minnesota 55803-9448	4	11-15 years
1441	Tran, Thomas	(610) 655-7763	722 Brookside Dr, Boalsburg, Pennsylvania 16827-1519	2	5-10 years
1442	Travaline, Margaret Ann	(610) 716-9663	203 Scarlet Dr, Conshohocken, Pennsylvania 19428-1390	4	16-20 years
1443	Trempe, Linda	(719) 466-3683	3125 Sinton Rd Apt 121, Colorado Springs, Colorado 80907-5038	2	4 years
1444	Trojan, Jennifer (Trojan, Terri)	(123) 174-0240	3590 N Hill N Dale Dr, Hart, Michigan 49420-8368	2	more than 20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1445	Trojan, Ken	(231) 557-8091	5588 Simonelli Rd, Whitehall, Michigan 49461-9631	1	more than 20 years
1446	Tsang, Wing	(646) 643-1687	2165 E 23rd St, Brooklyn, New York 11229-3645	4	5-10 years
1447	Tucker, Jennifer	(352) 302-8518	7140 Bayberry Dr, Weeki Wachee, Florida 34607-1903	4	2 years
1448	Tucker, Mae	(408) 316-9374	303 Appaloosa Ln, Grants Pass, Oregon 97526-8894	4	16-20 years
1449	Tuma, Kristin	(631) 561-9620	117 Brook Ln, Smithtown, New York 11787-4427	4	5-10 years
1450	Turchetta, Jaymus	(401) 447-2129	PO Box 123, Glendale, Rhode Island 02826-0123	3	11-15 years
1451	Turel, Anita	(910) 398-3300	29914 Boyette Oaks Pl, Wesley Chapel, Florida 33545-3891	4	more than 20 years
1452	Turk, Don	(970) 531-0709	PO Box 11, Cedaredge, Colorado 81413-0011	2	16-20 years
1453	Turner, Sydnie	(623) 810-3682	7944 W Mitchell Dr, Phoenix, Arizona 85033-3526	4	5-10 years
1454	Turner, Tequila	(913) 223-9627	1407 NE Mary Ct, Grain Valley, Missouri 64029-7821	5	3 years
1455	Turney, Kenneth	(931) 652-9968	3199 Yell Rd, Lewisburg, Tennessee 37091-5324	2	11-15 years
1456	Tyler, Daniel	(810) 278-7434	914 Cedar St, Cottrellville, Michigan 48039-2211	2	more than 20 years
1457	Tyler, William	(267) 304-6292	1104 Paper Mill Rd, Wyndmoor, Pennsylvania 19038-7323	3	16-20 years
1458	Udell, Kenneth	(442) 222-4695	526 W 66th St, Loveland, Colorado 80538-4669	2	16-20 years
1459	Umscheid, Karen	(503) 320-3487	135 SW 150th Ave, Beaverton, Oregon 97006-5755	4	5-10 years
1460	Underwood, Todd	(352) 345-2674	122 Valencia St, Royal Palm Beach, Florida 33411-1114	4	16-20 years
1461	Upson, Tavia	(803) 904-5419	105 Hillpine Rd Apt D5, Columbia, South Carolina 29212-2473	3	2 years
1462	Urban, Diana	(631) 796-4828	22012 94th Rd, Queens Village, New York 11428-2112	1	11-15 years
1463	Urch, Matthew	(440) 661-8317	322 Thayer Ave, Ashtabula, Ohio 44004-2662	2	5-10 years
1464	Vaccarella, Carrie	(303) 994-0673	29711 Fir Dr, Evergreen, Colorado 80439-8751	3	5-10 years
1465	Valdes, Sonia	(862) 400-2469	1510 Deer Point Way, Reston, Virginia 20194-1586	2	5-10 years
1466	Vallecorsa, Anthony	(724) 777-5024	104 Richbarn Rd, Pittsburgh, Pennsylvania 15212-1524	3	more than 20 years
1467	Value, Brittaney	(424) 343-7073	1812 Junior Deputy Rd, Little Rock, Arkansas 72205-6642	4	11-15 years
1468	Van Horn, Genine	(304) 215-6100	109 Chestnut St, Sistersville, West Virginia 26175-1709	2	2 years
1469	Van Pelt, Roxanne	(970) 590-4008	3707 Partridge Ct, Evans, Colorado 80620-9503	more than 5	16-20 years
1470	VanHaitisma, Michael	(616) 292-3175	22086 W Kendaville Rd, Pierson, Michigan 49339-9603	more than 5	2 years
1471	Vasquez, Jessica	(773) 562-3899	4040 W 107th St, Oak Lawn, Illinois 60453-4906	3	5-10 years
1472	Vaught, Alison	(937) 609-2843	636 Skyview Dr, Dayton, Ohio 45449-1633	1	5-10 years
1473	Venzant, Cosonga	(318) 265-8014	1207 Martin Luther King Jr Ave, Grambling, Louisiana 71245-2326	4	3 years
1474	Vestal, Roger (Vestal, Roger)	(336) 596-9567	425 Keever Dr, Denton, North Carolina 27239-7568	3	11-15 years
1475	Vick, Jennifer	(458) 210-5272	819 S Comstock Ave Spc 50, Sutherlin, Oregon 97479-7403	2	less than 1 year
1476	Villaire, Robert	(989) 423-8287	620 Angelita Dr, Prescott, Arizona 86303-5021	2	5-10 years
1477	Vinson, Lillian	(919) 738-4731	109 Parrish Dr, Pikeville, North Carolina 27863-9381	3	5-10 years
1478	Vitale, Jessie	(240) 672-2172	10602 Joyceton Dr, Upper Marlboro, Maryland 20774-1494	4	16-20 years
1479	Vitez, Victor	(623) 218-6767	9409 W Spanish Moss Ln, Sun City, Arizona 85373-1760	1	5-10 years
1480	Vitry, Lisa	(303) 358-0444	618 Golden Eagle Cir, Golden, Colorado 80401-0909	4	5-10 years
1481	Vladoiu, Isabelle	(202) 594-6080	2425 17th St NW Apt 321, Washington, District of Columbia 20009-3094	4	5-10 years
1482	Vogler, Melissa	(336) 813-7584	568 Ivy Yokeley Rd, Winston Salem, North Carolina 27107-9503	4	more than 20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1483	Voinovich, John	(330) 397-7331	3188 Andrews St, East Liverpool, Ohio 43920-1256	2	1 year
1484	Volpe, Christine	(917) 991-3705	215 Gerke Ave, Mansfield, Ohio 44903-1525	2	more than 20 years
1485	Vono, Crystal	(860) 466-0084	91 White Rd, Ellington, Connecticut 06029-3036	1	more than 20 years
1486	Vorm, Heather	(402) 730-1076	2800 W Martell Rd, Martell, Nebraska 68404-6137	2	5-10 years
1487	Voter, Jay	(910) 934-3722	1302 Willow Springs Dr E, Richlands, North Carolina 28574-8200	2	16-20 years
1488	Wade, Latoshia	(314) 333-1945	3204 Utah St, Saint Louis, Missouri 63118-2815	5	2 years
1489	Wadsley, Jeremy	(720) 812-3351	19835 E Villanova Dr, Aurora, Colorado 80013-9405	1	1 year
1490	Wagner, Jarl Timothy	(218) 368-6681	1843 Maryland Ave S, St Louis Park, Minnesota 55426-2025	3	5-10 years
1491	Wagner, Trisha	(419) 890-7312	PO Box 383, Continental, Ohio 45831-0383	1	1 year
1492	Waite, Lorraine	(541) 699-8818	10583 E Geyer Willow Rd, Tucson, Arizona 85747-9530	3	5-10 years
1493	Waldrop, Krystal (Lovelace, Judy)	(828) 974-1818	1700 Old Haywood Rd, Asheville, North Carolina 28806-1154	3	11-15 years
1494	Walker, Michele (Fischer, John)	(785) 210-6880	1927 Buffalo Soldier Pkwy, Junction City, Kansas 66441-2396	3	16-20 years
1495	Walker, Yvonne	(708) 469-8098	2504 Prairie Green Dr Apt G, Urbana, Illinois 61802-5589	4	11-15 years
1496	Wall, June	(239) 989-8955	3406 Waterbridge Dr, Tampa, Florida 33618-2918	4	5-10 years
1497	Wallace, Aaron	(870) 510-0831	9065 Moro Bay Hwy, El Dorado, Arkansas 71730-2321	3	11-15 years
1498	Wallace, Jillean	(814) 722-0743	2906 Glenwood Park Ave Apt 1 I, Erie, Pennsylvania 16508	3	5-10 years
1499	Wallace, Patricia	(803) 760-0058	1739 Overhill Rd, Columbia, South Carolina 29223-3622	3	16-20 years
1500	Walters, Christopher	(516) 790-3783	93 Cypress St, Floral Park, New York 11001-3423	more than 5	16-20 years
1501	Ward, Kristal	(870) 810-8881	1598 Muddy Ln, Imboden, Arkansas 72434-9503	1	5-10 years
1502	Warden, Colton	(360) 801-2765	5060 Neil Rd, Reno, Nevada 89502-6103	4	11-15 years
1503	Warren, Brian	(828) 713-7202	495 Warren Creek Rd, Candler, North Carolina 28715-9115	3	5-10 years
1504	Warren, Tara	(870) 448-7049	303 Chestnut St, Marshall, Arkansas 72650-9446	3	more than 20 years
1505	Washchuk, Valentina (Washchuk, Bohdan)	(708) 738-2824	720 12th Ave, La Grange, Illinois 60525-3115	4	16-20 years
1506	Washington, Claudette	(225) 685-9620	23715 Bourgoyne St, Plaquemine, Louisiana 70764-2862	1	3 years
1507	Washington, Gabriel	(470) 345-9266	4319 Sconce, Williamsburg, Virginia 23188-2068	3	11-15 years
1508	Washington, Kema (Barnes, Ladarion)	(601) 937-1130	1110 Suntime Pl Apt 1911, Kansas City, Kansas 66103-2415	3	5-10 years
1509	Watlington, Tammy	(870) 318-4787	1115 Sfe 415, Forrest City, Arkansas 72335-7845	more than 5	5-10 years
1510	Watson, Steven	(727) 269-2816	3413 74th St N, Saint Petersburg, Florida 33710-1243	2	5-10 years
1511	Way, Brenda	(503) 805-9181	2743 Ballad Ln, Forest Grove, Oregon 97116-1169	more than 5	16-20 years
1512	Weaver, Holly (Weaver, Joseph)	(717) 434-2446	329 Village Dr, Gettysburg, Pennsylvania 17325-3002	2	2 years
1513	Webb, Yolanda	(937) 239-5505	4629 Eichelberger Ave, Dayton, Ohio 45406-2431	4	16-20 years
1514	Weber, Amber	(515) 343-4302	6610 SW 17th St, Des Moines, Iowa 50315-5453	5	more than 20 years
1515	Weber, Richard F	(585) 261-6693	77 Tall Tree Dr, Penfield, New York 14526-9544	2	more than 20 years
1516	Weeks, Sharon	(410) 598-1950	12060 Glen Arm Rd, Glen Arm, Maryland 21057-9453	2	more than 20 years
1517	Weller, Robert	(217) 260-8522	201 Indiana Ave, Westville, Illinois 61883-1615	1	5-10 years
1518	Wells, Miriam	(708) 539-2930	2301 S 21st Ave, Broadview, Illinois 60155-3862	3	5-10 years
1519	Welninski, Kelly	(716) 560-5202	961 Bray Rd, Arcade, New York 14009-9432	4	16-20 years
1520	Wensel, Jazmyn	(208) 241-0909	1460 Spaulding Ln, Pocatello, Idaho 83201-2853	3	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1521	West, Josey (West, John)	(724) 900-9719	1215 Freepoint Rd, Natrona Heights, Pennsylvania 15065-1026	4	5-10 years
1522	West, Mark	(803) 517-5430	3097 Frostproof Trl, Rock Hill, South Carolina 29730-8124	1	11-15 years
1523	Wester, Phillip	(252) 450-0599	510 E 1st St Apt E, Greenville, North Carolina 27858-1225	1	3 years
1524	Wheeler, Wendy	(423) 715-0295	272 Georgia Bell Cir SE, Cleveland, Tennessee 37323-7704	5	more than 20 years
1525	Whelan, Chad (Whelan, Robin)	(909) 297-0882	1207 18 Rd, Fruita, Colorado 81521-9202	2	more than 20 years
1526	Whetstone, Darnica J	(347) 231-8156	700 Rosewood St, Bronx, New York 10467-6387	2	5-10 years
1527	White Jr, John Austen	(561) 676-3252	904 21st St, West Palm Beach, Florida 33407-5726	1	more than 20 years
1528	White, Chrystal	(208) 512-3945	1201 N Lincoln St, Post Falls, Idaho 83854-7644	3	5-10 years
1529	White, Mark	(412) 298-9043	845 Lovington Dr, Pittsburgh, Pennsylvania 15216-1725	3	3 years
1530	White, Sarah	(336) 587-6857	1229 Guilford College Rd, Jamestown, North Carolina 27282-9379	2	16-20 years
1531	White, William	(908) 217-2601	107 Shore Dr, Orangeburg, South Carolina 29118-9796	5	16-20 years
1532	White, Yolanda	(518) 312-9099	301 Eldert St Apt 4A, Brooklyn, New York 11237-6452	1	11-15 years
1533	Whitzel, Rex	(315) 771-2818	101 Callaway Ct, Mankato, Minnesota 56001-6299	2	16-20 years
1534	Wickline, Amber	(304) 549-7646	501 48th St SE, Charleston, West Virginia 25304-1919	1	more than 20 years
1535	Wilborn, Eric	(815) 953-2059	852 Gramercy Turn, Bourbonnais, Illinois 60914-1766	2	16-20 years
1536	Wilcox, Erin	(443) 987-0895	708 S Shamrock Rd, Bel Air, Maryland 21014-4455	2	more than 20 years
1537	Wilensky, Ivy	(917) 232-4104	1 Bronxville Rd Apt 3F, Bronxville, New York 10708-6145	1	more than 20 years
1538	Willard (Haggard), Freda (Haggard, Freda)	(870) 584-8351	320 N 5th St, Ashdown, Arkansas 71822-8950	3	more than 20 years
1539	Willems, David	(303) 909-5371	1755 N 116th St, Wauwatosa, Wisconsin 53226-3003	2	11-15 years
1540	Williams Sr, Albert	(843) 356-2154	629 Silver Leaf Rd, Florence, South Carolina 29505-5717	2	11-15 years
1541	Williams, Brandy	(843) 441-3919	3117 Palomino Dr, Beaufort, South Carolina 29906-5701	2	16-20 years
1542	Williams, Brittany	(585) 217-3779	523 South Ave, Rochester, New York 14620-1115	3	2 years
1543	Williams, Chevron	(872) 202-3375	1905 S 12th Ave, Maywood, Illinois 60153-3119	4	5-10 years
1544	Williams, Cynthia	(352) 216-1592	41916 Lillian Ln, Weirsdale, Florida 32195-5218	1	5-10 years
1545	Williams, Earline	(813) 545-8512	PO Box 290892, Tampa, Florida 33687-0892	4	11-15 years
1546	Williams, Kisha	(321) 297-7928	4340 Cassius St, Orlando, Florida 32811-4812	2	5-10 years
1547	Williams, Larhonda	(850) 209-4855	3149 Whiteville Rd, Marianna, Florida 32446-8388	1	5-10 years
1548	Williams, Lauren	(805) 703-3506	120 Leatherwood Dr, Statesville, North Carolina 28625-1549	4	1 year
1549	Williams, Michol	(513) 906-3276	8249 Four Worlds Dr Apt 5, Cincinnati, Ohio 45231-5613	3	5-10 years
1550	Williams, Nieshia	(843) 439-9320	419 Arcadia Dr # A5, Mc Coll, South Carolina 29570-1235	1	1 year
1551	Williams, Paul	(843) 226-8814	1458 Haviland Cir, Columbia, South Carolina 29210-4031	2	4 years
1552	Williams, Walter	(252) 495-2158	3536 Lena Ln, Greenville, North Carolina 27834-6163	2	4 years
1553	Williamson, Jeannine	(845) 701-5555	5104 Southside Dr, North Charleston, South Carolina 29418-6810	more than 5	11-15 years
1554	Williamson, Kelly	(773) 499-9227	2111 W Roosevelt Rd Apt 2B, Broadview, Illinois 60155-3835	3	5-10 years
1555	Willis, Jimmy	(918) 902-9488	PO Box 981, Inola, Oklahoma 74036-0981	2	5-10 years
1556	Willis, Shaun	(850) 443-7546	1023 Pattee Ave, Elburn, Illinois 60119-7821	4	5-10 years
1557	Willstead, Rodney	(815) 303-9632	19115 Hubbard Rd, East Moline, Illinois 61244-9793	4	5-10 years
1558	Wilson, Alvin	(864) 263-8883	75 Hampton Rd, Lyman, South Carolina 29365-9773	more than 5	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1559	Wilson, Diane	(405) 921-2290	1813 Briarhill St, Moore, Oklahoma 73160-6501	3	11-15 years
1560	Wilson, Emily (Fender, Tamara)	(740) 506-5260	300 E High St, London, Ohio 43140-9727	more than 5	5-10 years
1561	Wilson, Grayson	(618) 973-0754	PO Box 44, Saint Libory, Illinois 62282-0044	5	4 years
1562	Wilson, Karen	(267) 496-1371	3716 W Country Club Rd, Philadelphia, Pennsylvania 19131-2815	2	5-10 years
1563	Wilson, Kristi	(419) 722-2279	1920 Bordeaux Rue, Northwood, Ohio 43619	more than 5	more than 20 years
1564	Wilson, Manisha	(917) 767-9211	4323 Colden St Apt 20E, Flushing, New York 11355-5926	5	2 years
1565	Wilson, Pearl	(541) 499-2958	1288 Corona Ave, Medford, Oregon 97504-5206	1	5-10 years
1566	Wilson, Wanetta	(313) 221-7031	23712 Champaign St, Taylor, Michigan 48180-2268	5	3 years
1567	Winakor, Kevin	(860) 886-3705	199 Forsyth Rd, Oakdale, Connecticut 06370-1204	2	11-15 years
1568	Windley, Angel	(941) 705-1148	1420 72nd St E, Palmetto, Florida 34221-8336	3	11-15 years
1569	Winston, Matt	(847) 476-5671	2801 Crabtree Ln, Northbrook, Illinois 60062-3335	2	more than 20 years
1570	Wise, Tamara	(248) 202-1802	1122 Three Dog Rd, Chapin, South Carolina 29036-8844	4	more than 20 years
1571	Wolski, Adrian	(860) 657-6024	339 Worthington Rdg, Berlin, Connecticut 06037-1636	3	16-20 years
1572	Wong, Jennifer	(417) 234-3184	2108 N Lyon Ave, Springfield, Missouri 65803-2548	4	5-10 years
1573	Wood Jr, Clarence	(989) 495-8114	129 Valley Ave, Alma, Michigan 48801-2433	2	4 years
1574	Wood, Susan (Wood, Jay)	(406) 210-1914	904 Alabama St, Deer Lodge, Montana 59722-1900	3	16-20 years
1575	Worcester, Tyler	(954) 991-8786	22A Boswell Trl, Foster, Rhode Island 02825-1641	2	less than 1 year
1576	Wright, Erika	(850) 294-8420	7799 Mordecai Ct, Jacksonville, Florida 32210-0708	1	5-10 years
1577	Wright, Kathleen	(360) 908-8521	PO Box 333, Quileene, Washington 98376-0333	2	16-20 years
1578	Wuebker, Teresa	(612) 802-9515	4142 Goldenrod Ln N, Plymouth, Minnesota 55441-1238	1	16-20 years
1579	Wuwer-Saukas, Joanne	(240) 381-8659	8606 Open Meadow Way, Columbia, Maryland 21045-2878	2	5-10 years
1580	Wyszynski, Nicole	(224) 305-3241	211 S Shore Dr, Island Lake, Illinois 60042-8463	5	4 years
1581	Yates, Carmen	(423) 826-9663	7711 Nautical Way Apt B, Chattanooga, Tennessee 37416-2796	2	3 years
1582	Yates, Russell	(803) 767-7845	PO Box 4611, West Columbia, South Carolina 29171-4611	4	5-10 years
1583	Yeager Burger, Jamie	(815) 718-3299	527 E Chamberlin St, Dixon, Illinois 61021-2221	4	5-10 years
1584	Yonke, Michelle	(816) 518-6870	3505 NE Austin Dr, Lees Summit, Missouri 64064-2056	2	11-15 years
1585	Yost, Kathy	(301) 467-2952	11235 Avalanche Way Unit A, Columbia, Maryland 21044-3210	2	5-10 years
1586	Young, Kim	(269) 762-0330	10459 Pennridge Dr, Portage, Michigan 49024-6729	5	5-10 years
1587	Young, Philip	(217) 450-7888	6816 N Terra Vista Dr, Peoria, Illinois 61614-2418	2	2 years
1588	Young, Zeia	(904) 534-8800	16289 Dowing Creek Dr, Jacksonville, Florida 32218-8975	2	4 years
1589	Youngblood, Summer	(850) 450-2458	545 Petros Cir Apt D, Pensacola, Florida 32505-3440	1	5-10 years
1590	Youngs, David	(813) 625-5571	10020 Ohio Ave, Thonotosassa, Florida 33592-2902	4	16-20 years
1591	Zadrozny, Nancy	(773) 343-2100	12655 Cardinal Rd, Dewitt, Illinois 61735-9458	4	more than 20 years
1592	Zamora, Angelica	(720) 461-2357	4382 S Hannibal Way Apt 237, Aurora, Colorado 80015-4443	2	2 years
1593	Zayas, Lori	(330) 565-8232	5559 Red Apple Dr, Youngstown, Ohio 44515-1933	2	5-10 years
1594	Zelaya, Oscar	(786) 999-3341	3111 NW 161st Ter, Miami Gardens, Florida 33054-6857	2	4 years
1595	Zinavage, Shannon	(570) 205-7393	PO Box 33, Ringtown, Pennsylvania 17967-0033	4	5-10 years
1596	Zoeller, Nichole	(712) 253-1012	4413 Cheyenne Blvd, Sioux City, Iowa 51104-4343	4	more than 20 years



Daniel M. Hattis, Esq.
425.233.8628
dan@hattislaw.com

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Attorneys at Law

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May 27, 2022

VIA FEDEX

Craig Silliman, EVP & Legal Officer
Verizon Communications Inc. &
Cellco Partnership d/b/a Verizon Wireless
One Verizon Way
Basking Ridge, New Jersey 07920

Verizon Wireless Dispute Resolution Mgr.
One Verizon Way
Basking Ridge, New Jersey 07920

Re: Demand for Relief Pursuant to Alabama Deceptive Trade Practices Act

Dear Mr. Silliman and Verizon Wireless Dispute Resolution Manager:

This law firm, together with DeNittis Osefchen Prince, PC, represents the 69 Verizon Wireless subscribers (my “Clients”) within the state of Alabama who are listed in the chart attached as **Exhibit A**.¹ We submit this demand for relief on behalf of my Clients pursuant to the Alabama Deceptive Trade Practices Act (“DTPA”), Ala. Code §§ 8-19-1 et seq.

My Clients contend that Cellco Partnership d/b/a Verizon Wireless and Verizon Communications, Inc. (collectively, “Verizon”) are violating Alabama law by advertising flat monthly rates for Verizon Wireless post-paid service plans and then deceptively and unfairly charging customers higher monthly rates through the imposition of a so-called “Administrative Charge” and increases thereto.

The Administrative Charge is simply a means for Verizon to charge more per month for the service itself without having to advertise the higher prices. Verizon uses the Administrative Charge as a revenue lever to covertly jack up its monthly service prices and to squeeze its existing subscribers for more cash whenever Verizon desires. The Administrative Charge is not disclosed to customers before or when they sign up, and in fact it is never adequately and honestly disclosed to them.

Verizon deliberately and affirmatively misrepresents the so-called Administrative Charge on its billing statements to further its scheme. Verizon excludes the Administrative Charge from the “Monthly charges” section, and instead puts it in the “Surcharges” section where Verizon lumps it together with government costs.

¹ The chart at **Exhibit A** includes the following information for each Client: name, Verizon phone number, billing address, number of phone lines, and number of years a subscriber.

May 27, 2022

Page 2

Verizon never adequately disclosed to any of my Clients that the Administrative Charge would be charged or that the true monthly price for the service plans would be higher than what Verizon advertised and quoted. Verizon has charged each of my Clients higher monthly prices than they were promised, via Verizon's covert imposition of, and subsequent increases to, the so-called Administrative Charge. Meanwhile, Verizon's monthly billing statements, the My Verizon online billing center, and the electronic billing process are all deliberately designed in a manner to hide and disguise the Administrative Charge. Each of my Clients did not discover these deceptive acts and practices until their counsel recently brought the scheme to their attention.

My Clients purchased their Verizon Wireless post-paid service plans primarily for personal, family or household purposes.

Verizon's material misrepresentations, omissions, and failures to disclose were deceptive acts or practices in violation of the Alabama Deceptive Trade Practices Act (Ala. Code §§ 8-19, *et seq.*). Verizon engaged in specific deceptive trade practices declared unlawful by the Alabama Deceptive Trade Practices Act, including:

1. Verizon represented that its wireless service plans had characteristics that they did not have (Ala. Code § 8-19-5(5));
2. Verizon advertised its wireless service plans with an intent not to sell them as advertised (Ala. Code § 8-19-5(9)); and
3. Verizon engaged in other unconscionable, false, misleading, or deceptive acts or practices in the conduct of trade or commerce (Ala. Code § 8-19-5(27)).

A person who violates the Act and causes monetary damage to another person is liable to that person for actual damages or \$100, whichever is greater. Ala. Code § 8-19-10(a)(1). The Act also expressly allows treble damages. Ala. Code § 8-19-10(a)(2). The Act also provides mandatory attorneys' fees in any successful action where damages are recovered, or injunctive relief is obtained. Ala. Code § 8-19-10(a)(3).

My Clients have suffered actual damages in the amount of the Administrative Charges they have paid to Verizon.

We demand that Verizon pay my Clients full damages, or the sum of \$100 each, whichever is greater. We also demand that Verizon cease and desist from the unlawful conduct described above and correct its marketing and advertising representations so that they match actual rates and prices charged by Verizon. We further demand reasonable attorneys' fees and costs.

May 27, 2022

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We request a response to this demand within 15 days. Absent a satisfactory offer of settlement, My Clients will bring claims for violations of the Alabama Deceptive Trade Practices Act against Verizon based on the facts and claims in this letter. I can be reached at (425) 233-8628 or dan@hattislaw.com.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Dan Hattis', with a long horizontal line extending to the right.

Daniel M. Hattis

cc: Shon Morgan, Esq., Quinn Emanuel Urquhart & Sullivan, LLP (via email)
Stephen P. DeNittis, Esq., DeNittis Osefchen Prince, PC

EXHIBIT A

to Notice of Dispute

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1	Abrams, Tamika	(251) 295-2834	310 Carstens St, Mobile, Alabama 36617-3708	3	16-20 years
2	Barren, Robert	(251) 622-0068	2954 Allen Rd, Grove Hill, Alabama 36451-6240	5	2 years
3	Binion, Robert	(205) 258-6948	6435 County Rd 53, Clanton, Alabama 35045	3	5-10 years
4	Blackberby, Robert	(295) 812-4718	586 Thomaston Rd, Lincoln, Alabama 35096-3587	2	5-10 years
5	Blackshire, Margarieta	(334) 689-2360	244 Spruce Cir, Eufaula, Alabama 36027-1016	2	5-10 years
6	Blakes, Laquin	(251) 644-1491	805 Parkwood Dr East, Mobile, Alabama 36608	4	5-10 years
7	Bolding, Shanteqia	(334) 339-0059	135 Creek Run Way, Calera, Alabama 35040-7801	4	more than 20 years
8	Bond, Lynn	(256) 572-7888	3474 Warrenton Rd, Guntersville, Alabama 35976-6027	3	16-20 years
9	Bonds, Debra	(334) 324-2278	PO Box 6572, Montgomery, Alabama 36106-6572	4	11-15 years
10	Bright, Tim	(334) 714-7958	400 Orchard Cir, Dothan, Alabama 36305-5836	5	more than 20 years
11	Brock, Carrie	(251) 545-1205	4585 Golden Ave, Mobile, Alabama 36619-3726	4	4 years
12	Bryant, Kingsley	(334) 714-4010	906 Martin St, Dothan, Alabama 36301-2322	1	5-10 years
13	Buchanan, Susan	(256) 509-4366	117 Frontier Trl, Meridianville, Alabama 35759-1042	3	more than 20 years
14	Burkett, Aimee	(251) 455-1476	2812 Woodland Rd, Mobile, Alabama 36693-3070	5	11-15 years
15	Butler, James	(256) 252-7042	1485 Veigl Village Ct SW, Cullman, Alabama 35055-4633	1	5-10 years
16	Calhoun, Mya	(256) 307-9970	488 Birmingham Rd, Eclectic, Alabama 36024-4606	4	2 years
17	Collins, Judith	(256) 366-8865	705 Main St, Waterloo, Alabama 35677-4411	3	2 years
18	Day, Cleo	(334) 707-3288	843 Grace Ridge Dr Apt 127, Auburn, Alabama 36830-2906	3	16-20 years
19	Drummond, William (Whitkanack, Arthur)	(334) 300-9434	307 Windsor Way, Enterprise, Alabama 36330-1084	4	more than 20 years
20	Ellington, Zeletta	(256) 797-0220	123 Balboa Rd, Meridianville, Alabama 35759-1536	1	5-10 years
21	Ellis-Smith, LaToya	(334) 781-8513	4110 Fitzpatrick Blvd Apt 2001, Montgomery, Alabama 36116-4829	4	3 years
22	Emerson, Kathryn	(334) 200-9222	PO Box 396, Lillian, Alabama 36549-0396	3	5-10 years
23	English, Devin	(251) 753-5576	902 W Edgefield Dr, Saraland, Alabama 36571-3404	4	5-10 years
24	Ezell, Denise	(251) 442-5105	403 W Haig St, Prichard, Alabama 36610-1980	4	5-10 years
25	Gamble, Cindy	(256) 770-5813	3354 Airport Rd, Oxford, Alabama 36203-6203	2	16-20 years
26	Gelman, Teresa	(775) 685-6671	30471 Ono Blvd, Orange Beach, Alabama 36561-3710	3	16-20 years
27	Gibson, Harold	(251) 423-0306	4 Village Main St, Spanish Fort, Alabama 36527-9498	3	more than 20 years
28	Grant, Wilma	(256) 496-2035	507 Booker St, Alexander City, Alabama 35010-1009	1	more than 20 years
29	Graves, Rethea	(251) 648-9706	142 Yester Oaks Dr E Apt 37D, Mobile, Alabama 36608-1165	5	16-20 years
30	Greccu, Dorina	(334) 531-7142	3035 Peevey Creek Ln, Owens Cross Roads, Alabama 35763-3801	3	11-15 years
31	Greene, Madison	(256) 252-9539	352 Crooked Tree Dr, Lineville, Alabama 36266-4447	2	2 years
32	Hameen, Quinthlia	(205) 908-0381	2513 Roberta Way, Birmingham, Alabama 35214-1742	1	16-20 years
33	Harris, Cynthia	(334) 327-1988	214 Woodbine St, Selma, Alabama 36701-7147	2	5-10 years
34	Henderson, Angela	(251) 680-0631	900 Downtowner Blvd Apt 354, Mobile, Alabama 36609-9431	2	5-10 years
35	Holt, Ashley	(205) 577-9668	417 Elmore St Apt C, Bessemer, Alabama 35020-7033	5	11-15 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
36	Humphrey, Kierra	(256) 975-3520	4416 Bonnell Dr NW Apt B, Huntsville, Alabama 35816-2129	3	2 years
37	Hurley-Parker, Maritta (Parker, Christopher)	(256) 335-2060	1105 N Columbia Ave, Sheffield, Alabama 35660-7413	more than 5	4 years
38	Hurst, Christina	(716) 465-0118	208 Crista Cir, Gardendale, Alabama 35071-2719	4	4 years
39	Itzkovich, Adrienne	(917) 655-4724	13736 Stevens Point Dr, Frisco, Alabama 75033-0417	1	more than 20 years
40	Johnson, Angela	(334) 344-4068	409 Rebecca Ave, Dothan, Alabama 36303-2788	1	less than 1 year
41	Johnson, Sanchez	(334) 750-9300	1510 12th St, Phenix City, Alabama 36867-5616	4	5-10 years
42	Johnson, Travis	(334) 221-9460	1943 County Road 84, Selma, Alabama 36703-9477	5	11-15 years
43	Jones, Nichelle (Jones, Clyde)	(804) 894-7781	11637 Wentwood Ct, Daphne, Alabama 36526-3202	3	11-15 years
44	Kendrick, Billie	(334) 363-9485	1203 Sandfort Rd, Phenix City, Alabama 36867-6653	1	5-10 years
45	Kephart, Lisa	(334) 590-7507	217 River Fork Rd, Wetumpka, Alabama 36092-8266	3	5-10 years
46	King, Courtney	(205) 834-3649	1129 Chapel Creek Ct, Fultondale, Alabama 35068-6052	5	11-15 years
47	Love, Anthony	(334) 614-3934	111 McLondon Rd, Fort Mitchell, Alabama 36856-5501	5	11-15 years
48	Marion, Patricia	(251) 727-0340	2065 Wildfork Rd, Brewton, Alabama 36426-6165	more than 5	5-10 years
49	McCaun, Daniel	(334) 750-7205	820 Fern Rd Lot G21, Wetumpka, Alabama 36092-7501	3	3 years
50	McCombs, Joseph	(205) 405-6293	4913 Masters Rd, Pell City, Alabama 35128-7544	4	16-20 years
51	Norman, Catherine	(205) 720-4567	548 26th Ave NW, Center Point, Alabama 35215-2339	more than 5	3 years
52	Patkar, Gautam	(256) 658-5230	821 Ransome Dr, Oneonta, Alabama 35121-2443	2	more than 20 years
53	Payne, Velayna	(702) 403-4441	5517 Garden Valley Ln, Pinson, Alabama 35126-7603	1	5-10 years
54	Richburg, Lisa	(251) 288-9401	27561 Boaz Rd W, Loxley, Alabama 36551-4105	2	less than 1 year
55	Scott, Amanda	(251) 377-2007	12845 Lackey Ln, Fosters, Alabama 35463-9602	2	5-10 years
56	Shiver, Vonne	(251) 230-1856	PO Box 24, Pine Apple, Alabama 36768-0024	5	16-20 years
57	Shockey, Tracey	(334) 505-0395	260 Foxdale Rd, Millbrook, Alabama 36054-1521	2	11-15 years
58	Sims, Tina	(256) 267-1872	260 Old Trammell Cir, Sylacauga, Alabama 35150-8477	4	2 years
59	Smith, Alice	(251) 610-4492	7202 Old Military Rd, Theodore, Alabama 36582-2124	5	4 years
60	Sprouse, Cody	(334) 405-8886	201 Mayberry Ln, Dothan, Alabama 36305-9109	5	11-15 years
61	Stewart, Helen	(334) 591-5860	1388 Hampton Dr, Auburn, Alabama 36830-6854	2	16-20 years
62	Tarver, Sheila	(334) 947-4396	184 Priori Ln, Union Springs, Alabama 36089-1205	3	16-20 years
63	Tidwell, Larry	(205) 388-2885	10676 Mirror Lake Cir, Vance, Alabama 35490-3039	1	5-10 years
64	Webb, Anthony (Webb, Susan)	(205) 246-6395	4762 Highway 159, Gordo, Alabama 35466-5008	more than 5	11-15 years
65	Williams, Ashley	(256) 458-4822	9659 County Road 25, Heflin, Alabama 36264-4448	4	5-10 years
66	Williams, Lula	(251) 727-0651	3672 Highway 29, Brewton, Alabama 36426-5612	3	5-10 years
67	Williams, Pam	(334) 695-6092	104 Cumberland Dr, Dothan, Alabama 36301-4646	3	16-20 years
68	Witherspoon, Brenda	(205) 907-7408	1937 Winewood Rd, Birmingham, Alabama 35215-4161	2	more than 20 years
69	York, Deborah	(251) 753-0011	334 Renaissance Dr E Apt B, Mobile, Alabama 36603	2	5-10 years



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dan@hattislaw.com

HATTIS & LUKACS
Attorneys at Law

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May 27, 2022

VIA FEDEX

Craig Silliman, EVP & Legal Officer
Verizon Communications Inc. &
Cellco Partnership d/b/a Verizon Wireless
One Verizon Way
Basking Ridge, New Jersey 07920

Verizon Wireless Dispute Resolution Mgr.
One Verizon Way
Basking Ridge, New Jersey 07920

Re: Demand for Relief Pursuant to Georgia Fair Business Practices Act

Dear Mr. Silliman and Verizon Wireless Dispute Resolution Manager:

This law firm, together with DeNittis Osefchen Prince, PC, represents the 105 Verizon Wireless subscribers (my “Clients”) within the state of Georgia who are listed in the chart attached as **Exhibit A**.¹ We submit this demand for relief on behalf of my Clients pursuant to the Georgia Fair Business Practices Act, Ga. Code §§ 10-1-390 et seq.

My Clients contend that Cellco Partnership d/b/a Verizon Wireless and Verizon Communications, Inc. (collectively, “Verizon”) are violating Georgia law by advertising flat monthly rates for Verizon Wireless post-paid service plans and then deceptively and unfairly charging customers higher monthly rates through the imposition of a so-called “Administrative Charge” and increases thereto.

The Administrative Charge is simply a means for Verizon to charge more per month for the service itself without having to advertise the higher prices. Verizon uses the Administrative Charge as a revenue lever to covertly jack up its monthly service prices and to squeeze its existing subscribers for more cash whenever Verizon desires. The Administrative Charge is not disclosed to customers before or when they sign up, and in fact it is never adequately and honestly disclosed to them.

Verizon deliberately and affirmatively misrepresents the so-called Administrative Charge on its billing statements to further its scheme. Verizon excludes the Administrative Charge from the “Monthly charges” section, and instead puts it in the “Surcharges” section where Verizon lumps it together with government costs.

¹ The chart at **Exhibit A** includes the following information for each Client: name, Verizon phone number, billing address, number of phone lines, and number of years a subscriber.

May 27, 2022

Page 2

Verizon never adequately disclosed to any of my Clients that the Administrative Charge would be charged or that the true monthly price for the service plans would be higher than what Verizon advertised and quoted. Verizon has charged each of my Clients higher monthly prices than they were promised, via Verizon's covert imposition of, and subsequent increases to, the so-called Administrative Charge. Meanwhile, Verizon's monthly billing statements, the My Verizon online billing center, and the electronic billing process are all deliberately designed in a manner to hide and disguise the Administrative Charge. Each of my Clients did not discover these deceptive acts and practices until their counsel recently brought the scheme to their attention.

My Clients purchased their Verizon Wireless post-paid service plans primarily for personal, family or household purposes.

Verizon's material misrepresentations, omissions, and failures to disclose were unfair or deceptive practices in violation of the Georgia Fair Business Practices Act (Ga. Code §§ 10-1-390, *et seq.*). Verizon engaged in specific unfair or deceptive acts or practices declared unlawful by the Georgia Fair Business Practices Act, including:

1. Verizon represented that its wireless service plans had characteristics that they did not have (Ga. Code § 10-1-393(b)(5)); and
2. Verizon advertised its wireless service plans with an intent not to sell them as advertised (Ga. Code § 10-1-393(b)(9)).

The Act allows any person who has suffered "injury or damages" as a result of a violation of the Act to bring an action to seek injunctive relief and to recover his or her general and exemplary damages. Ga. Code § 10-1-399(a). The Act also expressly allows treble damages. Ga. Code § 10-1-399(c).

My Clients have suffered actual damages in the amount of the Administrative Charges they have paid to Verizon.

We demand that Verizon pay my Clients full damages. We also demand that Verizon cease and desist from the unlawful conduct described above and correct its marketing and advertising representations so that they match actual rates and prices charged by Verizon. We further demand reasonable attorneys' fees and costs.

We request a response to this demand within 30 days. Absent a satisfactory offer of settlement, My Clients will bring claims for violations of the Georgia Fair Business Practices Act against Verizon based on the facts and claims in this letter. I can be reached at (425) 233-8628 or dan@hattislaw.com.

Very truly yours,

A handwritten signature in black ink, appearing to read "Dan Hattis", with a stylized flourish at the end.

Daniel M. Hattis

cc: Shon Morgan, Esq., Quinn Emanuel Urquhart & Sullivan, LLP (via email)
Stephen P. DeNittis, Esq., DeNittis Osefchen Prince, PC

EXHIBIT A

to Notice of Dispute

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1	Adside, India	(478) 957-4308	2800 Lakeshore Dr Apt 2812, Macon, Georgia 31217-5062	2	1 year
2	Allwn, Melody	(404) 839-9587	3351 Metro Way, Snellville, Georgia 30039-7718	4	3 years
3	Arigo, Alexandria	(334) 695-8321	600 Timber Rudg3 Dr, Statesboro, Georgia 30458	2	2 years
4	Aubuchon, Elisabeth	(678) 770-6524	1392 Eric St SE, Atlanta, Georgia 30315-2814	3	5-10 years
5	Beard, Andrea	(209) 715-2550	61 Royston Homes Cir, Royston, Georgia 30662-2233	2	1 year
6	Belcher, Richard	(678) 485-9832	PO Box 760, Ellijay, Georgia 30540-0010	more than 5	16-20 years
7	Bermudez Estrada, Cheryl	(404) 990-2826	286 Goose Creek Rd, Tallapoosa, Georgia 30176-3428	1	5-10 years
8	Best, Monica	(404) 307-4959	3666 Rosecliff Trce, Buford, Georgia 30519-3026	5	5-10 years
9	Bibbs, Quentin	(662) 341-0854	6415 Pheasant Trl, Fairburn, Georgia 30213-4623	1	less than 1 year
10	Blair, Mike	(678) 772-4675	391 Brittany Cove Cir, Lavonia, Georgia 30553-2638	2	less than 1 year
11	Boston, Shaolin	(706) 830-3048	4224 Rose Hill Dr, Hephzibah, Georgia 30815-4749	more than 5	3 years
12	Bowen, John	(772) 631-6233	86 Fox Rdg, Blairsville, Georgia 30512-1218	3	more than 20 years
13	Boyer, Quashundria	(912) 228-2822	3501 Camp John Hope Rd, Fort Valley, Georgia 31030-8913	4	4 years
14	Brantley, Marlon	(313) 603-7692	691 Stonebridge Cres, Lithonia, Georgia 30058-6749	2	1 year
15	Burke, Nicole	(954) 701-7777	176 Butler Rd, Brooks, Georgia 30205-2000	more than 5	5-10 years
16	Bussone, James	(229) 412-2667	7874 Long Lake Dr, Donaldsonville, Georgia 39845-4137	2	more than 20 years
17	Cameron, Stephanie	(706) 581-0026	3011 US Highway 411 NE, Ranger, Georgia 30734-9769	more than 5	5-10 years
18	Camp, Marissa	(423) 693-4173	349 Williams Rd NW, Dalton, Georgia 30721-9300	more than 5	11-15 years
19	Cobb, Carmel	(912) 507-6485	106 Saddle St S, Savannah, Georgia 31407-3955	1	11-15 years
20	Cofer, Charles	(706) 340-3640	158 W GA Highway 49, Milledgeville, Georgia 31061-3633	2	16-20 years
21	Crupper, Roger	(912) 660-7420	3963 GA Highway 119 N, Pembroke, Georgia 31321-5804	3	11-15 years
22	Cyprian, Adrian	(717) 778-5879	7778 McGinnis Ferry Rd PMB 178, Suwanee, Georgia 30024-1622	5	3 years
23	Daniel, Marquis	(470) 390-4289	2535 Sea Turtle Ln, Grayson, Georgia 30017-2835	3	2 years
24	Dauber, Sheena	(518) 651-7111	138 Chandlers Run, Newnan, Georgia 30263-6196	more than 5	11-15 years
25	Davis, Desiree (Hopewell, Joshua)	(706) 534-4647	151 Saint Clair Dr, Leesburg, Georgia 31763-3224	2	5-10 years
26	Dean, Erin	(803) 792-5013	850 Windy Hill Rd SE, Smyrna, Georgia 30080-1910	3	3 years
27	Dean, Shiwanda	(678) 551-9888	111 Astilbe Meadow Dr, Locust Grove, Georgia 30248-4590	3	2 years
28	Delma, Christa	(334) 408-8721	4150 Alpine Dr, Columbus, Georgia 31903-5856	1	2 years
29	Dennis, Sandi	(404) 909-2093	1200 Ponce de Leon Ave NE Unit A16, Atlanta, Georgia 30306-4665	4	11-15 years
30	Douglas, Lashonda	(229) 332-0503	163 Peach Ave, Pearson, Georgia 31642-7427	4	4 years
31	Dyer, Shakera	(813) 531-4340	102 Oleander Way, Canton, Georgia 30114-1214	5	4 years
32	Filien, Mindy	(678) 897-8252	2279 Hammond Ct, Ellenwood, Georgia 30294-3957	1	5-10 years
33	Finley, Lisa	(706) 614-8912	2246 Shoal Creek Rd, Colbert, Georgia 30628-3673	more than 5	11-15 years
34	Gagnon, Kara	(404) 414-0948	5216 Cross Ridge Cir, Woodstock, Georgia 30188-4381	4	16-20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
35	Gates, Rani	(478) 319-8154	131 Olivia Cir, Macon, Georgia 31211-7555	3	3 years
36	Green, Melinda	(805) 231-1542	330 Cantle Dr, Richmond Hill, Georgia 31324-6258	2	more than 20 years
37	Guest, David	(850) 838-7588	1213 Sunset Ave, Perry, Georgia 31069-2620	2	11-15 years
38	Harris, Keila (Harris, Ronald)	(706) 836-2556	4061 Madison Ln, Augusta, Georgia 30909-9236	1	11-15 years
39	Harris, Marilyn	(770) 842-6251	2 Carlow Ct, Newnan, Georgia 30263-6374	more than 5	more than 20 years
40	Harvey, Stephanie	(904) 318-7302	4021 McGinnis Ferry Rd #1923, Suwanee, Georgia 30024	3	4 years
41	Hawkins, Angela	(478) 365-0122	210 Kensington Cir, Warner Robins, Georgia 31093-1333	3	4 years
42	Hodges, Candace	(478) 951-5546	235 E Colonial Dr, Macon, Georgia 31211-6651	2	5-10 years
43	Hoe, Zsade	(470) 528-8094	1210 Crossings Dr, Lithia Springs, Georgia 30122-3929	2	3 years
44	Howard, Donovan	(630) 803-5162	792 Honey Do Ct, Columbus, Georgia 31907-7457	2	1 year
45	Hubbard, Adrian	(404) 304-7057	1207 Little Hawk Pl, Lawrenceville, Georgia 30043-6682	5	5-10 years
46	Hubbard, Timothy	(404) 993-5096	3508 Crayton Glen Way, Buford, Georgia 30519-4077	2	11-15 years
47	Hughes, Barbara	(843) 312-6818	2055 Shortleaf Rd, Fairburn, Georgia 30213-7011	5	5-10 years
48	Hunter, Tequila	(229) 977-5355	135 Dove Hill Cir, Thomasville, Georgia 31792-8044	2	3 years
49	Irwin, Russell	(770) 324-7611	32 Bradley Trl, Kingston, Georgia 30145-2205	1	5-10 years
50	Ivory-Baker, Raenae	(912) 755-0265	100 Harley Ln Apt 3211, Pooler, Georgia 31322-4359	1	5-10 years
51	Johnson, Gloria	(229) 314-2013	394 Washington St, Preston, Georgia 31824-3812	5	11-15 years
52	Johnson, Taree	(256) 504-2228	340 Westwood Pl Apt 6, Austell, Georgia 30168-6811	2	less than 1 year
53	Jones, Helen	(912) 318-7438	217 Bradwell St Apt B2, Hinesville, Georgia 31313-2716	2	5-10 years
54	Keaster, Nicholas	(470) 765-9294	106 Hillpine Trl Apt A, Hampton, Georgia 30228-2531	1	5-10 years
55	Kesler, Carla	(423) 762-5520	100 Lake Hills Lane, Trenton, Georgia 30752	3	more than 20 years
56	Keys, April	(762) 224-8316	822 Walden Glen Ln, Evans, Georgia 30809-3145	more than 5	5-10 years
57	Langford, Leigh	(912) 230-9792	513 Plantation Rd, Brunswick, Georgia 31525-2145	2	more than 20 years
58	Lawrence, Charlene	(773) 640-2037	2859 Fairburn Rd SW, Atlanta, Georgia 30331-6008	4	4 years
59	Lazarin, Denise	(404) 308-2425	15 Riverbend Dr, Covington, Georgia 30014-1665	3	11-15 years
60	Leal, Omar	(571) 719-9899	1850 Graves Rd, Norcross, Georgia 30093-3175	3	4 years
61	Leverette, Francisus	(678) 756-6102	1409 Camelot Dr, South Fulton, Georgia 30349-6528	4	less than 1 year
62	Marvin, Kristin	(334) 324-1969	617 Outlook Way, Atlanta, Georgia 30349-3983	5	5-10 years
63	Mason, Sarah (Mason, Eric)	(706) 825-7977	2959 Keysville Rd, Hephzibah, Georgia 30815-5125	3	11-15 years
64	McKoy, Diane	(919) 721-1181	4890 Clubgreen Smt, Stone Mountain, Georgia 30088-3955	1	3 years
65	McNair, Aiyahna	(404) 951-9098	654 Forest Hill Rd, Macon, Georgia 31210-4607	3	1 year
66	McReynolds, Larry	(912) 687-6975	221 Spotted Fawn Rd N, Statesboro, Georgia 30461-0748	3	3 years
67	Medley, Melissa	(470) 233-2150	246 Crestview Dr, Dallas, Georgia 30157-9382	more than 5	11-15 years
68	Meyer, William	(229) 395-9819	1201 Broach Ave, Albany, Georgia 31705-6157	2	11-15 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
69	Morris, James	(706) 400-0700	121 Low Creek Ln, Blairsville, Georgia 30512-1264	2	5-10 years
70	Murray, Stacy	(478) 290-4703	312 Champion Dr, Dublin, Georgia 31021-0298	more than 5	more than 20 years
71	Newman, Gary	(727) 501-5989	1291 Cherokee Trl, Young Harris, Georgia 30582-2246	4	4 years
72	Owen, Traci	(404) 454-6789	1997 Long St, Snellville, Georgia 30078-2470	1	11-15 years
73	Paulk, Anita	(229) 291-2243	603 Trellis Sq, Pooler, Georgia 31322-3968	4	11-15 years
74	Phillips, Melissa	(762) 667-6202	110 Knottwood Dr, Lavonia, Georgia 30553-2303	4	2 years
75	Pinckney, Alisha	(678) 394-9834	334 Hutton Dr Apt D, Scottdale, Georgia 30079-1840	1	3 years
76	Polny, Ryan	(190) 822-7450	6012 Ashley Way NW, Kennesaw, Georgia 30144-1816	1	11-15 years
77	Price, Sharon	(478) 278-6423	542 Ed Beckham Rd, East Dublin, Georgia 31027-1681	3	more than 20 years
78	Quigley, Susan	(912) 245-0178	264 GA Highway 46 E, Twin City, Georgia 30471-4799	2	16-20 years
79	Ramos, Jonathan	(470) 232-9200	24 Short North Wall St, Calhoun, Georgia 30701-1728	3	3 years
80	Rav, Angeline	(770) 468-6658	121 Patton Rd, Griffin, Georgia 30224-9601	2	more than 20 years
81	Rayford, Madeline	(706) 951-1480	937 Glenhaven Dr, Evans, Georgia 30809-0418	2	16-20 years
82	Reynolds, Jamey	(321) 297-0458	251 Stane Brook Ct, Jackson, Georgia 30233-2053	2	5-10 years
83	Rodenaker, Leah	(229) 415-3385	7478 Chase Way, Hahira, Georgia 31632-2247	5	11-15 years
84	Rodgers, Jennifer K (Rodgers, Larry)	(832) 418-7288	616 Chief Whitetails, Ellijay, Georgia 30540	2	5-10 years
85	Rodriguez, Ilya	(404) 520-3914	1060 Bear Creek Rd, Carrollton, Georgia 30117-7666	more than 5	11-15 years
86	Ryan, Tonya	(706) 825-3563	317 Faith Tabernacle Rd, Kite, Georgia 31049-7314	2	more than 20 years
87	Schaubel, Letha (Schaubel, William)	(256) 452-9418	167 Knotty Pine Rd, Blairsville, Georgia 30512-0146	5	16-20 years
88	Schley, Kenyatta	(912) 381-5224	428 Ross St E, Douglas, Georgia 31533-4220	3	16-20 years
89	Scrav, Peter	(678) 201-6410	136 Pine Haven Ct, Carrollton, Georgia 30116-9733	4	5-10 years
90	Shiver, James	(912) 337-1707	911 Golfview Dr, Waycross, Georgia 31501-7506	1	4 years
91	Simmons, Jalen	(912) 432-0510	690 Spring Grove Rd, Jesup, Georgia 31545-6151	4	5-10 years
92	Sims, Dolsia	(706) 836-4304	950 Cannock St, Grovetown, Georgia 30813-3960	3	more than 20 years
93	Smith, Anna	(229) 296-0566	306 S Shadowlawn Dr, Albany, Georgia 31707-4243	2	less than 1 year
94	Smith, Rodney	(912) 580-2078	2304 Willet St, Brunswick, Georgia 31520-4751	3	11-15 years
95	Thomas, Audrey	(678) 799-5058	113 Georgia Hwy 27 East, Americus, Georgia 31709	3	1 year
96	Threat, Jordan	(706) 830-1106	1404 Whispering Pines Rd Apt N4, Albany, Georgia 31707-2730	2	3 years
97	Trotman, Kenneth	(404) 447-2251	3430 Venture Pkwy, Duluth, Georgia 30096-4721	2	5-10 years
98	Wade, Jacquelyn	(770) 656-3693	1212 Ora Lee Ln, Winder, Georgia 30680-3074	2	5-10 years
99	Way, Allison (Gordon, Donnie)	(912) 256-2671	3239 Stafford Dairy Rd SE, Ludowici, Georgia 31316-6949	3	5-10 years
100	Wilder, Tamika	(404) 904-8877	PO Box 260, Yatesville, Georgia 31097-0260	4	5-10 years
101	Williams, Ta'Diazah	(229) 421-9197	720 E Clay St, Thomasville, Georgia 31792-4610	2	5-10 years
102	Willis, Steven	(770) 733-5669	4112 Harris Rd, Albany, Georgia 31705-5504	3	11-15 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
103	Wisner, Robert	(616) 204-9915	1310 Pineview Hwy, Pineview, Georgia 31071-5222	2	5-10 years
104	Wright, Melissa	(912) 441-1744	1800 Grove Point Rd Apt 117, Savannah, Georgia 31419-8504	3	16-20 years
105	Yaughn, Kristina	(478) 538-8204	581 Moreland Ave, Macon, Georgia 31206-1756	1	3 years



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May 27, 2022

VIA FEDEX

Craig Silliman, EVP & Legal Officer
Verizon Communications Inc. &
Cellco Partnership d/b/a Verizon Wireless
One Verizon Way
Basking Ridge, New Jersey 07920

Verizon Wireless Dispute Resolution Mgr.
One Verizon Way
Basking Ridge, New Jersey 07920

Re: Demand for Relief Pursuant to Indiana Deceptive Consumer Sales Act

Dear Mr. Silliman and Verizon Wireless Dispute Resolution Manager:

This law firm, together with DeNittis Osefchen Prince, PC, represents the 38 Verizon Wireless subscribers (my “Clients”) within the state of Indiana who are listed in the chart attached as **Exhibit A**.¹ We submit this demand for relief on behalf of my Clients pursuant to the Indiana Deceptive Consumer Sales Act, Ind. Code § 24-5-0.5.

Verizon’s material misrepresentations, omissions, and failures to disclose were unfair, abusive, or deceptive acts or practices in violation of the Indiana Deceptive Consumer Sales Act (Ind. Code Ann. §§ 24-5-0.5-1, *et seq.*). Section 24-5-0.5-3(a) of the Indiana Deceptive Consumer Sales Act states that a “supplier may not commit an unfair, abusive, or deceptive act, omission, or practice in connection with a consumer transaction.”

The Act allows a person who has relied upon an uncured or incurable deceptive act to “bring an action for the damages actually suffered as a consumer as a result of the deceptive act or five hundred dollars (\$500), whichever is greater.” Ind. Code Ann. § 24-5-0.5-4(a). The Act also expressly allows treble damages. Ind. Code Ann. § 24-5-0.5-4(a).

My Clients contend that Cellco Partnership d/b/a Verizon Wireless and Verizon Communications, Inc. (collectively, “Verizon”) are violating Indiana law by advertising flat monthly rates for Verizon Wireless post-paid service plans and then deceptively and unfairly charging customers higher monthly rates through the imposition of a so-called “Administrative Charge” and increases thereto.

The Administrative Charge is simply a means for Verizon to charge more per month for the service itself without having to advertise the higher prices. Verizon uses the Administrative Charge as a revenue lever to covertly jack up its monthly service prices and to squeeze its

¹ The chart at **Exhibit A** includes the following information for each Client: name, Verizon phone number, billing address, number of phone lines, and number of years a subscriber.

May 27, 2022

Page 2

existing subscribers for more cash whenever Verizon desires. The Administrative Charge is not disclosed to customers before or when they sign up, and in fact it is never adequately and honestly disclosed to them.

Verizon deliberately and affirmatively misrepresents the so-called Administrative Charge on its billing statements to further its scheme. Verizon excludes the Administrative Charge from the “Monthly charges” section, and instead puts it in the “Surcharges” section where Verizon lumps it together with government costs.

Verizon never adequately disclosed to any of my Clients that the Administrative Charge would be charged or that the true monthly price for the service plans would be higher than what Verizon advertised and quoted. Verizon has charged each of my Clients higher monthly prices than they were promised, via Verizon’s covert imposition of, and subsequent increases to, the so-called Administrative Charge. Meanwhile, Verizon’s monthly billing statements, the My Verizon online billing center, and the electronic billing process are all deliberately designed in a manner to hide and disguise the Administrative Charge. Each of my Clients did not discover these deceptive acts and practices until their counsel recently brought the scheme to their attention.

My Clients purchased their Verizon Wireless post-paid service plans primarily for personal, family or household purposes.

My Clients have suffered actual damages in the amount of the Administrative Charges they have paid to Verizon.

We demand that Verizon pay my Clients full damages or restitution. We also demand that Verizon cease and desist from the unlawful conduct described above and correct its marketing and advertising representations so that they match actual rates and prices charged by Verizon. We further demand reasonable attorneys’ fees and costs.

We request a response to this demand within 30 days. Absent a satisfactory offer of settlement, My Clients will bring claims for violations of the Indiana Deceptive Consumer Sales Act against Verizon based on the facts and claims in this letter. I can be reached at (425) 233-8628 or dan@hattislaw.com.

Very truly yours,

A handwritten signature in black ink, appearing to read "Dan Hattis", with a long horizontal line extending to the right.

Daniel M. Hattis

cc: Shon Morgan, Esq., Quinn Emanuel Urquhart & Sullivan, LLP (via email)
Stephen P. DeNittis, Esq., DeNittis Osefchen Prince, PC

EXHIBIT A

to Notice of Dispute

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1	Anderson-Trant, Kathleen	(928) 380-2638	1406 Nicholas Ct, Kokomo, Indiana 46901-3299	more than 5	16-20 years
2	Armitage, Matthew	(260) 433-5916	2722 White Oak Ave, Fort Wayne, Indiana 46805-2959	2	5-10 years
3	Baker, Caitlyn	(219) 895-3764	233 Sunnyside Ave, Munster, Indiana 46321-1024	1	16-20 years
4	Baker, Lisa	(317) 748-7423	2153 Wallace Ave, Indianapolis, Indiana 46218-3949	1	5-10 years
5	Bickle, Julia	(812) 786-8871	95 Arbor Pl, New Albany, Indiana 47150-7282	1	16-20 years
6	Bristow, Steven	(260) 438-1094	1525 Comer Ave, Indianapolis, Indiana 46203-4372	1	16-20 years
7	Brooks, Denise	(317) 840-9860	6022 Oakbrook Ln, Indianapolis, Indiana 46254-1126	2	11-15 years
8	Carter, Julie	(219) 545-4140	9001 E 157th Ave, Hebron, Indiana 46341-9045	3	more than 20 years
9	Conover, Kendra	(317) 504-9350	2401 Raleigh Blvd Apt B, Shelbyville, Indiana 46176-8650	2	11-15 years
10	Crouch, Mitchell	(765) 209-1404	1274 Rosemary Ct, Greenfield, Indiana 46140-7316	more than 5	5-10 years
11	Daniels, Thellisa	(574) 229-7806	484 E Carmel Dr #417, Carmel, Indiana 46032	4	5-10 years
12	Drechny, Kenneth	(219) 781-6192	1346 N Harvey St, Griffith, Indiana 46319-1546	4	16-20 years
13	Eiland, Carrie	(219) 713-3814	2661 N Carmelo Ln, Laporte, Indiana 46350-8471	4	11-15 years
14	Floriana, Dusty	(765) 618-7799	2801 S Stone Rd Trlr 328, Marion, Indiana 46953-4720	1	5-10 years
15	Green, Jill (Green, Kevin)	(765) 744-6816	10050 E 1200 N, Dunkirk, Indiana 47336	3	16-20 years
16	Hall, Donna	(812) 675-9289	2315 Vinegar Hill Rd, Bedford, Indiana 47421-7920	3	11-15 years
17	Harris, Angela	(317) 432-7421	2354 Canvasback Dr, Indianapolis, Indiana 46234-8851	4	more than 20 years
18	Hernandez, Heather	(765) 701-3628	100 Bridgewater Ct Apt 2, Lafayette, Indiana 47901	1	3 years
19	Hilbert, Derek	(812) 363-6537	23086 Hamburg Rd, Oldenburg, Indiana 47036-9752	3	11-15 years
20	Hostetler, Angela	(765) 948-3934	15974 N St Rd 9, Summitville, Indiana 46070	5	more than 20 years
21	Huber, Michelle	(219) 508-8162	821 S Park Ave, Batesville, Indiana 47006-8951	3	5-10 years
22	Kibby-Brown, Sandra	(217) 553-3873	4703 Bridgefield Dr, Indianapolis, Indiana 46254-9596	2	11-15 years
23	Lopez, Tatianna	(219) 670-0944	734 Locust St, Hammond, Indiana 46324	more than 5	3 years
24	Marion, Tonya	(765) 413-6752	PO Box 4796, Lafayette, Indiana 47903-4796	4	11-15 years
25	Mazura, Michael (Klyaic, Peggy)	(812) 230-3244	449 N 9th St, Clinton, Indiana 47842-1227	3	5-10 years
26	McCreary, Harold	(765) 377-0788	2404 N Eby Dr, Connersville, Indiana 47331-1849	4	4 years
27	O'Connell, Teresa	(574) 269-0004	5135 Stonehedge Blvd Apt 11, Fort Wayne, Indiana 46835-3019	2	11-15 years
28	Padgett, Natasha	(812) 646-5452	3425 Little Creek Rd, Evansville, Indiana 47711-6271	1	3 years
29	Quintanilla, Amber	(406) 868-4492	9958 Bill Peelman Rd, Vevay, Indiana 47043-2898	4	4 years
30	Rau, David	(812) 686-3261	3284 E County Road 1600 N, Lincoln City, Indiana 47552-9744	1	1 year
31	Ripberger, Dawnn (Ripberger, Michael)	(765) 914-0148	682 W Snake Hill Rd, Liberty, Indiana 47353-9125	more than 5	16-20 years
32	Rogers, Brandon	(765) 418-7857	2508 Taino Dr, W Lafayette, Indiana 47906-7044	1	11-15 years
33	Scott, Brittney (Scott, Keith)	(219) 246-7344	4282 Deer Run Ct, Lake Station, Indiana 46405-2413	3	16-20 years
34	Sherman Jr, Raleigh	(812) 241-1657	652 Silver Lk, Evansville, Indiana 47712-3140	4	more than 20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
35	Spann, Ashley	(574) 520-0691	212 E Mishawaka Ave Apt B, Mishawaka, Indiana 46545-6603	1	5-10 years
36	Tait, Brandon	(765) 465-7200	1102 S 17th St, New Castle, Indiana 47362-2713	4	5-10 years
37	Winter, Larry	(574) 242-0123	411 N 200 W, Winamac, Indiana 46996-7831	3	5-10 years
38	Woods, Damion	(219) 255-8009	15 Lincolnway Apt A, Valparaiso, Indiana 46383-5426	2	less than 1 year



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May 27, 2022

VIA FEDEX

Craig Silliman, EVP & Legal Officer
Verizon Communications Inc. &
Cellco Partnership d/b/a Verizon Wireless
One Verizon Way
Basking Ridge, New Jersey 07920

Verizon Wireless Dispute Resolution Mgr.
One Verizon Way
Basking Ridge, New Jersey 07920

Re: Demand for Relief Pursuant to Maine Unfair Trade Practices Act

Dear Mr. Silliman and Verizon Wireless Dispute Resolution Manager:

This law firm, together with DeNittis Osefchen Prince, PC, represents the 7 Verizon Wireless subscribers (my “Clients”) within the state of Maine who are listed in the chart attached as **Exhibit A**.¹ We submit this demand for relief on behalf of my Clients pursuant to the Maine Unfair Trade Practices Act, Me. Stat. tit. 5 §§ 205-A, *et seq.*

My Clients contend that Cellco Partnership d/b/a Verizon Wireless and Verizon Communications, Inc. (collectively, “Verizon”) are violating Maine law by advertising flat monthly rates for Verizon Wireless post-paid service plans and then deceptively and unfairly charging customers higher monthly rates through the imposition of a so-called “Administrative Charge” and increases thereto.

The Administrative Charge is simply a means for Verizon to charge more per month for the service itself without having to advertise the higher prices. Verizon uses the Administrative Charge as a revenue lever to covertly jack up its monthly service prices and to squeeze its existing subscribers for more cash whenever Verizon desires. The Administrative Charge is not disclosed to customers before or when they sign up, and in fact it is never adequately and honestly disclosed to them.

Verizon deliberately and affirmatively misrepresents the so-called Administrative Charge on its billing statements to further its scheme. Verizon excludes the Administrative Charge from the “Monthly charges” section, and instead puts it in the “Surcharges” section where Verizon lumps it together with government costs.

¹ The chart at **Exhibit A** includes the following information for each Client: name, Verizon phone number, billing address, number of phone lines, and number of years a subscriber.

May 27, 2022
Page 2

Verizon never adequately disclosed to any of my Clients that the Administrative Charge would be charged or that the true monthly price for the service plans would be higher than what Verizon advertised and quoted. Verizon has charged each of my Clients higher monthly prices than they were promised, via Verizon's covert imposition of, and subsequent increases to, the so-called Administrative Charge. Meanwhile, Verizon's monthly billing statements, the My Verizon online billing center, and the electronic billing process are all deliberately designed in a manner to hide and disguise the Administrative Charge. Each of my Clients did not discover these deceptive acts and practices until their counsel recently brought the scheme to their attention.

My Clients purchased their Verizon Wireless post-paid service plans primarily for personal, family or household purposes.

Verizon's material misrepresentations, omissions, and failures to disclose were "[u]nfair methods of competition and unfair or deceptive acts or practices in the conduct of ... trade or commerce." Me. Stat. tit. 5 § 207. The Maine Unfair Trade Practices Act allows a person who "suffers any loss of money or property, real or personal, as a result of the use or employment by another person of a method, act or practice declared unlawful" to bring an action to recover actual damages, restitution, and other equitable relief, including injunctive relief. Me. Stat. tit. 5 § 213(1). The Act also provides mandatory attorneys' fees to a plaintiff in any successful action. Me. Stat. tit. 5 § 213(2).

My Clients have suffered actual damages in the amount of the Administrative Charges they have paid to Verizon.

We demand that Verizon pay my Clients full damages or restitution. We also demand that Verizon cease and desist from the unlawful conduct described above and correct its marketing and advertising representations so that they match actual rates and prices charged by Verizon. We further demand reasonable attorneys' fees and costs.

We request a response to this demand within 30 days. Absent a satisfactory offer of settlement, My Clients will bring claims for violations of the Maine Unfair Trade Practices Act against Verizon based on the facts and claims in this letter. I can be reached at (425) 233-8628 or dan@hattislaw.com.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Dan Hattis', with a long horizontal flourish extending to the right.

Daniel M. Hattis

cc: Shon Morgan, Esq., Quinn Emanuel Urquhart & Sullivan, LLP (via email)
Stephen P. DeNittis, Esq., DeNittis Osefchen Prince, PC

EXHIBIT A

to Notice of Dispute

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1	Bourget, Michael	(207) 312-3023	74 Hackett St, Lewiston, Maine 04240-6619	2	16-20 years
2	Ham, Denise	(207) 754-1825	31 Eighth St, Auburn, Maine 04210-5623	4	11-15 years
3	Landry, Marla	(207) 231-0976	74 N Perley Brook Rd, Fort Kent, Maine 04743-1642	2	5-10 years
4	Ledesma, Sharon	(207) 432-7000	54 Ross Rd, Kennebunk, Maine 04043-6530	4	11-15 years
5	Paulino, Larilee	(207) 217-0801	3 Glenwood Dr, Kennebunk, Maine 04043-6542	3	5-10 years
6	Salvatore, Patricia	(207) 650-6195	PO Box 2335, Biddeford, Maine 04005-8335	1	more than 20 years
7	Sutton, Misty	(207) 217-0901	19 Deer Isle Rd, Bangor, Maine 04401-2338	2	5-10 years



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May 27, 2022

VIA FEDEX

Craig Silliman, EVP & Legal Officer
Verizon Communications Inc. &
Cellco Partnership d/b/a Verizon Wireless
One Verizon Way
Basking Ridge, New Jersey 07920

Verizon Wireless Dispute Resolution Mgr.
One Verizon Way
Basking Ridge, New Jersey 07920

Re: Demand for Relief Pursuant to Mass. Gen L. Ann. Ch. 93A § 9

Dear Mr. Silliman and Verizon Wireless Dispute Resolution Manager:

This law firm, together with DeNittis Osefchen Prince, PC, represents the 60 Verizon Wireless subscribers (my “Clients”) within the Commonwealth of Massachusetts who are listed in the chart attached as **Exhibit A**.¹ We submit this demand for relief on behalf of my Clients pursuant to the Massachusetts Unfair and Deceptive Business Practices Act, Mass. Gen. Laws, Ch. 93A, §§ 1, *et seq.*

My Clients contend that Cellco Partnership d/b/a Verizon Wireless and Verizon Communications, Inc. (collectively, “Verizon”) are violating Massachusetts law by advertising flat monthly rates for Verizon Wireless post-paid service plans and then deceptively and unfairly charging customers higher monthly rates through the imposition of a so-called “Administrative Charge” and increases thereto.

The Administrative Charge is simply a means for Verizon to charge more per month for the service itself without having to advertise the higher prices. Verizon uses the Administrative Charge as a revenue lever to covertly jack up its monthly service prices and to squeeze its existing subscribers for more cash whenever Verizon desires. The Administrative Charge is not disclosed to customers before or when they sign up, and in fact it is never adequately and honestly disclosed to them.

Verizon deliberately and affirmatively misrepresents the so-called Administrative Charge on its billing statements to further its scheme. Verizon excludes the Administrative Charge from the “Monthly charges” section, and instead puts it in the “Surcharges” section where Verizon lumps it together with government costs.

¹ The chart at **Exhibit A** includes the following information for each Client: name, Verizon phone number, billing address, number of phone lines, and number of years a subscriber.

May 27, 2022
Page 2

Verizon never adequately disclosed to any of my Clients that the Administrative Charge would be charged or that the true monthly price for the service plans would be higher than what Verizon advertised and quoted. Verizon has charged each of my Clients higher monthly prices than they were promised, via Verizon's covert imposition of, and subsequent increases to, the so-called Administrative Charge. Meanwhile, Verizon's monthly billing statements, the My Verizon online billing center, and the electronic billing process are all deliberately designed in a manner to hide and disguise the Administrative Charge. Each of my Clients did not discover these deceptive acts and practices until their counsel recently brought the scheme to their attention.

My Clients purchased their Verizon Wireless post-paid service plans primarily for personal, family or household purposes.

Verizon's material misrepresentations, omissions, and failures to disclose violated the Massachusetts Unfair and Deceptive Business Practices Act. The Act prohibits the use of "unfair or deceptive acts or practices in the conduct of any trade or commerce." Mass. Gen. Laws, Ch. 93A, § 2. The Act allows a person "who has been injured by another person's use or employment of any method, act or practice declared to be unlawful" to bring an action for damages and equitable relief, including injunctive relief. Mass. Gen. Laws, Ch. 93A, § 9(1). The Act also expressly allows treble damages. Mass. Gen. Laws, Ch. 93A, § 9(3).

My Clients have suffered actual damages in the amount of the Administrative Charges they have paid to Verizon.

We demand that Verizon pay my Clients full damages or restitution. We also demand that Verizon cease and desist from the unlawful conduct described above and correct its marketing and advertising representations so that they match actual rates and prices charged by Verizon. We further demand reasonable attorneys' fees and costs.

We request a response to this demand within 30 days. Absent a satisfactory offer of settlement, my Clients will bring claims for violations of Chapter 93A against Verizon based on the facts and claims in this letter. I can be reached at (425) 233-8628 or dan@hattislaw.com.

Very truly yours,

A handwritten signature in black ink, appearing to read "Dan Hattis", with a long horizontal flourish extending to the right.

Daniel M. Hattis

cc: Shon Morgan, Esq., Quinn Emanuel Urquhart & Sullivan, LLP (via email)
Stephen P. DeNittis, Esq., DeNittis Osefchen Prince, PC

EXHIBIT A

to Notice of Dispute

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1	Alborghetti, Paula	(781) 248-2511	57 Pine Hill Rd, Dedham, Massachusetts 02026-7109	2	more than 20 years
2	Alexander, Michelle	(203) 980-8209	121 Randal Rd, Stow, Massachusetts 01775-1408	4	16-20 years
3	Barr, Marilyn	(617) 680-6551	461 E Water St, Rockland, Massachusetts 02370-1313	5	more than 20 years
4	Beberman, David	(774) 261-2464	36 Moscow Rd, Jefferson, Massachusetts 01522-1526	2	11-15 years
5	Brennan, Mark	(508) 930-5131	7 Meadowview Rd, Foxboro, Massachusetts 02035-1003	4	11-15 years
6	Cavallini, Melissa (Cavallini, Elaine)	(413) 374-6276	79 Vermont St, Springfield, Massachusetts 01108-2166	more than 5	more than 20 years
7	Connors, Lisa	(339) 227-2247	68 Winn St, Woburn, Massachusetts 01801-2874	4	5-10 years
8	Cui, Xin	(617) 785-8804	76 Moore St, Boston, Massachusetts 02128-1536	2	5-10 years
9	Daddario, Mark (Daddario, Hilde)	(978) 273-5263	131 Addison St, Chelsea, Massachusetts 02150-1930	3	16-20 years
10	Dagvan, Connie	(508) 821-0115	15 Elmwood Dr, Berkley, Massachusetts 02779-1612	4	more than 20 years
11	Davies, Brittnie (Fowlie, Roy)	(781) 640-1503	3 Veterans Ln, Stoneham, Massachusetts 02180-1359	3	16-20 years
12	Dearth, Sharon	(774) 571-0679	56 Southgate Rd, Franklin, Massachusetts 02038-2747	2	16-20 years
13	Dorman, Deborah	(508) 331-8331	18 Nancy Rd, Milford, Massachusetts 01757-1507	3	11-15 years
14	E Grimala, Paul	(508) 320-8666	24 Providence St, Uxbridge, Massachusetts 01569-2240	more than 5	16-20 years
15	Engel, Menachem	(917) 538-1281	38 Mill St, Newton Center, Massachusetts 02459-1125	4	16-20 years
16	Ericson, Douglas	(603) 320-6040	162 Patricia Dr, Abington, Massachusetts 02351-1047	4	5-10 years
17	Fagan, Daniel	(781) 929-5479	9 Page Cir, Marlborough, Massachusetts 01752-2547	5	11-15 years
18	Greeley, William	(617) 846-5926	15 Thornton Park, Winthrop, Massachusetts 02152-1722	1	16-20 years
19	Hamilton, Deshonna	(617) 905-1535	642 Canterbury St, Boston, Massachusetts 02131	2	5-10 years
20	Hardmon, Laporscha	(617) 823-4476	2120 Pleasant St, Dighton, Massachusetts 02715-1502	2	5-10 years
21	Hollander, Jason	(508) 816-8002	1 John Quincy Ln, North Weymouth, Massachusetts 02191-1312	2	16-20 years
22	Hunt, Robert	(978) 604-6107	172 Pringle St, Tewksbury, Massachusetts 01876-2429	5	more than 20 years
23	Julian, Frank	(617) 851-7304	133 Clarendon St # 170063, Boston, Massachusetts 02117-4103	2	11-15 years
24	Juliao, George	(774) 225-3597	5 Reym St, Waltham, Massachusetts 02453-5401	3	5-10 years
25	Keefe, Kristina	(781) 974-9173	82 Seaver Rd, East Weymouth, Massachusetts 02189-1528	1	5-10 years
26	Keller, Adam	(508) 933-9876	132 Edgehill Rd, Norwood, Massachusetts 02062-5125	1	5-10 years
27	Keller, Alan	(781) 413-1522	132 Edgehill Rd, Norwood, Massachusetts 02062-5125	2	more than 20 years
28	Klucsevsek, Donna M	(508) 274-4047	18 Long Boat Rd, Buzzards Bay, Massachusetts 02532-2218	2	more than 20 years
29	Latino, Amy (Farrows, Dale)	(771) 318-0967	15 Heritage Green Dr, Fiskdale, Massachusetts 01518-1270	5	16-20 years
30	Latour, Erin	(774) 402-0124	45 Colonial Dr, Southbridge, Massachusetts 01550-2253	1	more than 20 years
31	Lepage, Tammy	(508) 858-7990	15 Malbone St, Lakeville, Massachusetts 02347-2228	4	4 years
32	Little, Maureen	(617) 803-6930	57 Beacon Street Cir, Milton, Massachusetts 02186-1008	4	more than 20 years
33	Lombard, Jan	(508) 728-7060	182 Old County Rd, E Sandwich, Massachusetts 02537-1426	1	more than 20 years
34	Macconnell, Bianca (MacConnell, Joseph)	(857) 998-1604	45 Guinan St # 2, Waltham, Massachusetts 02451-4309	2	4 years
35	Magnuson, Luke	(774) 249-9386	23 Gulbankian Dr, Marlborough, Massachusetts 01752-4917	2	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
36	Maniatis, Lisa	(978) 853-7645	37 Aegean Ln, Lowell, Massachusetts 01854-1259	3	2 years
37	Mastalerz, Caryn	(413) 815-1401	97 Sheffield Dr, Belchertown, Massachusetts 01007-8905	3	11-15 years
38	McGuinness, Frank	(978) 663-3505	19 McGuinness Way, Billerica, Massachusetts 01821	1	11-15 years
39	McPhetres, George	(508) 280-3542	138 Elliott Rd, Centerville, Massachusetts 02632-3697	2	16-20 years
40	Mercado, Bianca	(508) 745-6733	20 Loker St, Natick, Massachusetts 01760-2647	1	5-10 years
41	Milley, Erin (Milley, Brian)	(617) 590-1073	555 E 6th St Apt 1 # 1, South Boston, Massachusetts 02127-8926	4	16-20 years
42	Odems, Spencer	(508) 479-1285	12 Frostrpane Ln, Hopkinton, Massachusetts 01748-2782	1	more than 20 years
43	Ouellette, Michelle	(850) 509-0078	6 Amelia Dr, Nantucket, Massachusetts 02554-6064	1	more than 20 years
44	Pechilis, Brenda	(978) 390-1773	108 County Rd Unit 101101, Ipswich, Massachusetts 01938-2632	1	4 years
45	Polin, Cathy (Polin, Joseph)	(978) 502-9951	22 Sequoia Rd, Tyngsboro, Massachusetts 01879-2162	2	more than 20 years
46	Poulin, Chelsey	(774) 418-2928	40 Downs Rd, Douglas, Massachusetts 01516-2560	2	5-10 years
47	Prairie, Elaine	(508) 888-4718	18 Leveridge Ln, Sandwich, Massachusetts 02563-1836	1	16-20 years
48	Pucci, Michael	(774) 922-3335	27 Bates Ave, Worcester, Massachusetts 01605-2203	2	11-15 years
49	Rosen, Cheryl	(508) 615-0339	161 W Mountain St Apt A515, Worcester, Massachusetts 01606-2900	1	less than 1 year
50	Russell, Carl	(781) 589-7931	54 Billington Sea Rd, Plymouth, Massachusetts 02360-3588	2	5-10 years
51	Sereno, Frank	(774) 217-9762	54 Pamela Dr, Holliston, Massachusetts 01746-2054	1	5-10 years
52	Sobanek, Wayne	(978) 400-1288	19 Wildes Rd, Chelmsford, Massachusetts 01824-4729	2	more than 20 years
53	Soldevilla, Janine (Soldevilla, Kayley)	(508) 308-4971	26 High St, South Easton, Massachusetts 02375-1110	2	3 years
54	Stpierre, William	(978) 815-7155	200 North St Lot 33B, Danvers, Massachusetts 01923-1272	1	5-10 years
55	Street, Cheryl	(978) 852-5873	5 Fairview Ave, Methuen, Massachusetts 01844-5501	4	more than 20 years
56	Theis, Lori-Lyn	(774) 526-2952	45 Garfield Ave, Somerset, Massachusetts 02726-5106	more than 5	3 years
57	Webber, Maureen	(774) 571-3240	29 Douglas Dr, Beltingham, Massachusetts 02019-1720	1	11-15 years
58	Welch, Christine (Marobella, Robert)	(339) 229-7292	35 High St, Weymouth, Massachusetts 02189-2937	3	more than 20 years
59	Werts, Kathleen	(617) 733-1519	19 Elliot St, Braintree, Massachusetts 02184-6103	2	16-20 years
60	Wile, Marci	(978) 305-0409	30 N Main St, Ipswich, Massachusetts 01938-2218	1	4 years



Daniel M. Hattis, Esq.
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HATTIS & LUKACS
Attorneys at Law

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Bellevue, WA 98004
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May 27, 2022

VIA FEDEX

Craig Silliman, EVP & Legal Officer
Verizon Communications Inc. &
Cellco Partnership d/b/a Verizon Wireless
One Verizon Way
Basking Ridge, New Jersey 07920

Verizon Wireless Dispute Resolution Mgr.
One Verizon Way
Basking Ridge, New Jersey 07920

Re: Demand for Relief Pursuant to Mississippi Consumer Protection Act

Dear Mr. Silliman and Verizon Wireless Dispute Resolution Manager:

This law firm, together with DeNittis Osefchen Prince, PC, represents the 30 Verizon Wireless subscribers (my “Clients”) within the state of Mississippi who are listed in the chart attached as **Exhibit A**.¹ We submit this demand for relief on behalf of my Clients pursuant to the Mississippi Consumer Protection Act (“CPA”), Miss. Code & Com. Code §§ 75-24-1, *et seq.*

My Clients contend that Cellco Partnership d/b/a Verizon Wireless and Verizon Communications, Inc. (collectively, “Verizon”) are violating Mississippi law by advertising flat monthly rates for Verizon Wireless post-paid service plans and then deceptively and unfairly charging customers higher monthly rates through the imposition of a so-called “Administrative Charge” and increases thereto.

The Administrative Charge is simply a means for Verizon to charge more per month for the service itself without having to advertise the higher prices. Verizon uses the Administrative Charge as a revenue lever to covertly jack up its monthly service prices and to squeeze its existing subscribers for more cash whenever Verizon desires. The Administrative Charge is not disclosed to customers before or when they sign up, and in fact it is never adequately and honestly disclosed to them.

Verizon deliberately and affirmatively misrepresents the so-called Administrative Charge on its billing statements to further its scheme. Verizon excludes the Administrative Charge from the “Monthly charges” section, and instead puts it in the “Surcharges” section where Verizon lumps it together with government costs.

¹ The chart at **Exhibit A** includes the following information for each Client: name, Verizon phone number, billing address, number of phone lines, and number of years a subscriber.

May 27, 2022

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Verizon never adequately disclosed to any of my Clients that the Administrative Charge would be charged or that the true monthly price for the service plans would be higher than what Verizon advertised and quoted. Verizon has charged each of my Clients higher monthly prices than they were promised, via Verizon's covert imposition of, and subsequent increases to, the so-called Administrative Charge. Meanwhile, Verizon's monthly billing statements, the My Verizon online billing center, and the electronic billing process are all deliberately designed in a manner to hide and disguise the Administrative Charge. Each of my Clients did not discover these deceptive acts and practices until their counsel recently brought the scheme to their attention.

My Clients purchased their Verizon Wireless post-paid service plans primarily for personal, family or household purposes.

Verizon's material misrepresentations, omissions, and failures to disclose were unfair or deceptive trade practices in violation of the Mississippi Consumer Protection Act (Miss. Code. Ann. §§ 75-24-1, *et seq.*). Verizon engaged in specific unfair or deceptive trade practices declared unlawful by the Mississippi Consumer Protection Act, including:

1. Verizon represented that its wireless service plans had characteristics that they did not have (Miss. Code. Ann. § 75-24-5(2)(e)); and
2. Verizon advertised its wireless service plans with an intent not to sell them as advertised (Miss. Code. Ann. § 75-24-5(2)(i)).

The Act allows any person who "suffers any ascertainable loss of money or property" as a result of a prohibited act or practice to bring an action to recover actual damages. Miss. Code. Ann. § 75-24-15(1). The Act also permits a person to obtain any form of equitable relief, including restitution, as may be necessary to restore to the person any monies or property which was acquired by means of a prohibited act or practice. Miss. Code. Ann. § 75-24-11.

My Clients have suffered actual damages in the amount of the Administrative Charges they have paid to Verizon.

We demand that Verizon pay my Clients full damages or restitution. We also demand that Verizon cease and desist from the unlawful conduct described above and correct its marketing and advertising representations so that they match actual rates and prices charged by Verizon. We further demand reasonable attorneys' fees and costs. I can be reached at (425) 233-8628 or dan@hattislaw.com.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Dan Hattis', with a long horizontal flourish extending to the right.

Daniel M. Hattis

cc: Shon Morgan, Esq., Quinn Emanuel Urquhart & Sullivan, LLP (via email)
Stephen P. DeNittis, Esq., DeNittis Osefchen Prince, PC

EXHIBIT A

to Notice of Dispute

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1	Atkinson, Sabrina	(601) 819-0468	830 Sunset St, Wiggins, Mississippi 39577-8610	2	3 years
2	Barnes, Juanita	(385) 210-4445	41 Isom Booth Ln, Collins, Mississippi 39428-5852	2	4 years
3	Biggs, Crystal	(601) 966-8737	PO Box 7018, Jackson, Mississippi 39282-7018	more than 5	11-15 years
4	Day, Shedrick	(601) 899-2167	69 E 3rd St, Anguilla, Mississippi 38721-9563	4	2 years
5	Deanes, Laverne	(901) 240-8199	14311 Red Chip Trl, Olive Branch, Mississippi 38654-5084	2	16-20 years
6	Fletcher, Evelyn	(601) 572-0679	PO Box 8063, Jackson, Mississippi 39284-8063	2	5-10 years
7	Fore, Keith	(601) 812-8717	235 Washington Ave, Richland, Mississippi 39218-9581	2	5-10 years
8	Gaston, Antoine	(601) 919-7526	1726 N Springdale Rd, Jackson, Mississippi 39209-9518	3	5-10 years
9	Ghiloni, Bethany	(228) 209-5563	218 Dolan Ave, Gulfport, Mississippi 39507-1310	4	4 years
10	Gray, Thomas	(601) 641-1662	498 Highway 541, Mount Olive, Mississippi 39119-5576	more than 5	11-15 years
11	Harper, Tamanda	(604) 641-8549	37 Graves Keys Rd, Bassfield, Mississippi 39421-4278	2	2 years
12	Harris, Timothy	(769) 926-4799	610 Cross St, Canton, Mississippi 39046-5018	1	less than 1 year
13	Hinton, Justin	(601) 596-0963	909 Roby St, Hattiesburg, Mississippi 39401-4040	4	3 years
14	Hodges, Craig	(662) 614-8300	132 Dewitt Carter Rd, Hattiesburg, Mississippi 39401-8963	4	11-15 years
15	Jackson, Rongular	(601) 549-4090	160 New Hope Rd, Ellisville, Mississippi 39437-4702	3	16-20 years
16	Lewers, Ericka	(901) 634-0751	6545 Hemitage Rd, Horn Lake, Mississippi 38637-2215	2	2 years
17	Liddell, Phyllis	(228) 437-7873	4236 Martin Luther King Blvd, Moss Point, Mississippi 39563-3964	2	2 years
18	McDougle, Marcus	(601) 506-0119	915 Canal St, Jackson, Mississippi 39203-3409	3	5-10 years
19	McGill, Rufus	(601) 935-0776	512 McFarland Rd, Heidelberg, Mississippi 39439	2	5-10 years
20	Moore, Melvin	(601) 253-5614	3407 Highway 80 Apt 29, Morton, Mississippi 39117-9433	3	less than 1 year
21	Odom, Keisha	(601) 813-3046	509 Oak Park Cir, Pearl, Mississippi 39208-2955	3	5-10 years
22	Patrick, Beverly	(601) 594-2784	1108 Dear Rd, Crystal Springs, Mississippi 39059-8781	3	5-10 years
23	Proctor, Nancy	(318) 376-0688	926 Cherry Stone Cir, Clinton, Mississippi 39056-2024	3	16-20 years
24	Robertson, Aroyalty	(601) 307-7064	1023 Alice Vanerson Rd, Tylertown, Mississippi 39667-6734	3	1 year
25	Sanders, Donitrie	(901) 857-3692	600 Old Highway 51 N Unit 148, Nesbit, Mississippi 38651-8726	2	5-10 years
26	Smith, Larry	(662) 668-0811	1011 County Road 291, New Albany, Mississippi 38652-9233	more than 5	2 years
27	Stafford, William	(251) 776-4857	234 Myrtle St Myrtle St, Gulfport, Mississippi 39507	1	more than 20 years
28	Warren, Alena	(601) 213-6889	3251 Suncrest Dr, Jackson, Mississippi 39212-3974	3	3 years
29	Williams, Lashanda	(662) 364-1078	508 N Lehmberg Rd Lot 91, Columbus, Mississippi 39702-4449	4	3 years
30	Williams, Shequita	(601) 862-0255	4117 Herrington Blvd, Pearl, Mississippi 39208-4114	4	5-10 years



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May 27, 2022

VIA FEDEX

Craig Silliman, EVP & Legal Officer
Verizon Communications Inc. &
Cellco Partnership d/b/a Verizon Wireless
One Verizon Way
Basking Ridge, New Jersey 07920

Verizon Wireless Dispute Resolution Mgr.
One Verizon Way
Basking Ridge, New Jersey 07920

Re: Demand for Relief Pursuant to Texas Deceptive Trade Practices Consumer Protection Act

Dear Mr. Silliman and Verizon Wireless Dispute Resolution Manager:

This law firm, together with DeNittis Osefchen Prince, PC, represents the 135 Verizon Wireless subscribers (my “Clients”) within the state of Texas who are listed in the chart attached as **Exhibit A**.¹ We submit this demand for relief on behalf of my Clients pursuant to the Texas Deceptive Trade Practices Consumer Protection Act, Tex. Bus. & Com. Code §§ 17.41, *et seq.*

My Clients contend that Cellco Partnership d/b/a Verizon Wireless and Verizon Communications, Inc. (collectively, “Verizon”) are violating Texas law by advertising flat monthly rates for Verizon Wireless post-paid service plans and then deceptively and unfairly charging customers higher monthly rates through the imposition of a so-called “Administrative Charge” and increases thereto.

The Administrative Charge is simply a means for Verizon to charge more per month for the service itself without having to advertise the higher prices. Verizon uses the Administrative Charge as a revenue lever to covertly jack up its monthly service prices and to squeeze its existing subscribers for more cash whenever Verizon desires. The Administrative Charge is not disclosed to customers before or when they sign up, and in fact it is never adequately and honestly disclosed to them.

Verizon deliberately and affirmatively misrepresents the so-called Administrative Charge on its billing statements to further its scheme. Verizon excludes the Administrative Charge from the “Monthly charges” section, and instead puts it in the “Surcharges” section where Verizon lumps it together with government costs.

¹ The chart at **Exhibit A** includes the following information for each Client: name, Verizon phone number, billing address, number of phone lines, and number of years a subscriber.

May 27, 2022

Page 2

Verizon never adequately disclosed to any of my Clients that the Administrative Charge would be charged or that the true monthly price for the service plans would be higher than what Verizon advertised and quoted. Verizon has charged each of my Clients higher monthly prices than they were promised, via Verizon's covert imposition of, and subsequent increases to, the so-called Administrative Charge. Meanwhile, Verizon's monthly billing statements, the My Verizon online billing center, and the electronic billing process are all deliberately designed in a manner to hide and disguise the Administrative Charge. Each of my Clients did not discover these deceptive acts and practices until their counsel recently brought the scheme to their attention.

Verizon's material misrepresentations, omissions, and failures to disclose were false, misleading, or deceptive acts or practices in violation of the Texas Deceptive Trade Practices-Consumer Protection Act (Tex. Bus. & Com. Code §§ 17.41, *et seq.*). Verizon violated specific provisions of the Texas Deceptive Trade Practices-Consumer Protection Act in the following ways:

1. Verizon represented that its wireless service plans had characteristics that they did not have (Tex. Bus. & Com. Code § 17.46(b)(5));
2. Verizon advertised its wireless service plans with an intent not to sell them as advertised (Tex. Bus. & Com. Code § 17.46(b)(9));
3. Verizon failed to disclose information concerning its wireless service plans which was known at the time of transaction with the intent to induce the consumer into a transaction into which the consumer would not have entered had the information been disclosed (Tex. Bus. & Com. Code § 17.46(b)(24)); and
4. Verizon committed unconscionable actions or an unconscionable course of actions (Tex. Bus. & Com. Code § 17.50(a)(3)).

The Act allows a person who has suffered economic damages as a result of an unlawful act to recover economic damages. Tex. Bus. & Com. Code § 17.50(a), (b)(1). The Act also allows a person to obtain any other equitable relief necessary to restore to the person any money or property which may have been acquired by the unlawful acts. Tex. Bus. & Com. Code § 17.50(b)(3). The Act also allows a person to obtain an order enjoining the unlawful acts. Tex. Bus. & Com. Code § 17.50(b)(2). The Act also expressly allows treble damages. Tex. Bus. & Com. Code § 17.50(b)(1). The Act also provides mandatory attorneys' fees to a prevailing consumer. Tex. Bus. & Com. Code § 17.50(d).

My Clients have suffered actual damages in the amount of the Administrative Charges they have paid to Verizon.

We demand that Verizon pay my Clients full damages or restitution. We also demand that Verizon cease and desist from the unlawful conduct described above and correct its marketing and advertising representations so that they match actual rates and prices charged by Verizon. We further demand reasonable attorneys' fees and costs.

May 27, 2022

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We request a response to this demand within 30 days. Absent a satisfactory offer of settlement, My Clients will bring claims for violations of the Texas Deceptive Trade Practices-Consumer Protection Act against Verizon based on the facts and claims in this letter. I can be reached at (425) 233-8628 or dan@hattislaw.com.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Dan Hattis', with a long horizontal stroke extending to the right.

Daniel M. Hattis

cc: Shon Morgan, Esq., Quinn Emanuel Urquhart & Sullivan, LLP (via email)
Stephen P. DeNittis, Esq., DeNittis Osefchen Prince, PC

EXHIBIT A

to Notice of Dispute

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1	Aguilar, Michael	(210) 842-1184	1211 Tenbury, San Antonio, Texas 78253-5838	3	5-10 years
2	Allen, Delene	(903) 952-8305	200 Private Road 6602, Mineola, Texas 75773-3574	5	11-15 years
3	Atkins, Annabella (Ogjiube, Babtunde)	(318) 331-0144	PO Box 180076, Arlington, Texas 76096-0076	2	11-15 years
4	Bain, Suzanne	(903) 243-7056	1100 SW 5th St, Cooper, Texas 75432-3806	3	1 year
5	Banda, Erica (Banda, Enrique)	(210) 544-6007	24330 Piazza Dr, Richmond, Texas 77406-4518	2	4 years
6	Bames, Whitney (Bames, Jesse)	(682) 888-7409	8225 Dorado Dr Apt 426, Odessa, Texas 79765-8785	3	5-10 years
7	Barnett, Tasheba	(682) 583-4414	8720 Copper River Dr, Fort Worth, Texas 76131-2522	1	less than 1 year
8	Barron, Rachelle	(254) 630-0454	110 Quail Lake Dr E, Whitney, Texas 76692-2300	4	5-10 years
9	Baugh, Tiffany	(972) 897-2987	2701 N Grapevine Mills Blvd Apt 1012, Grapevine, Texas 76051-2061	1	2 years
10	Bell, Briana	(469) 988-1550	3930 Accent Dr Apt 2734, Dallas, Texas 75287-7721	1	2 years
11	Betts, Amy	(903) 619-1393	606 Sycamore St, Mineola, Texas 75773-1656	3	16-20 years
12	Black, John	(713) 254-7443	3154 Country Club Blvd, Stafford, Texas 77477-4615	1	more than 20 years
13	Boudreaux, Donna (Boudreaux, James)	(409) 749-4910	2332 63rd St, Port Arthur, Texas 77640-1971	2	11-15 years
14	Boyd, Dave	(512) 784-5789	109 Farrington Ln, Hutto, Texas 78634-5583	more than 5	5-10 years
15	Brookwell, Rhiannon	(562) 360-4762	500 N Dove Rd Apt 1117, Grapevine, Texas 76051-3192	4	11-15 years
16	Brown, Linda	(973) 800-0271	3700 Legacy Dr Apt 11102, Frisco, Texas 75034-6635	2	11-15 years
17	Bryant, Steven	(737) 888-4760	13604 Gerald Ford St, Manor, Texas 78653-4975	more than 5	11-15 years
18	Buford, Virginia	(409) 790-4095	5050 Highway 12, Vidor, Texas 77662-2307	3	16-20 years
19	Burkett, Betty	(254) 717-0773	4400 Blue Ridge Dr, Belton, Texas 76513-4905	1	11-15 years
20	Burnett, Robin	(515) 333-1812	177 Cibolo Ridge Dr, La Vernia, Texas 78121-5883	2	16-20 years
21	Carr, Kristin	(979) 219-8849	2916 Cherry Creek Cir, Bryan, Texas 77802-2928	2	16-20 years
22	Carrillo, Mikaela	(214) 280-1259	6912 Bradford Estates Dr, Sachse, Texas 75048-3435	1	1 year
23	Carroll, Stephanie	(281) 865-6035	1326 Noble Glen Dr, Fresno, Texas 77545-9555	4	5-10 years
24	Carter, Rochelle	(318) 372-6455	1135 Esters Rd Apt 1011, Irving, Texas 75061-9143	2	11-15 years
25	Casas, Jessica	(956) 376-1304	18015 N Mile 6 W, Weslaco, Texas 78599-2663	5	1 year
26	Chappell, Jacee	(214) 727-2102	4833 Orchard Ridge Dr, Garland, Texas 75043-8243	more than 5	5-10 years
27	Chasse, Ralph	(210) 632-8832	23423 Highway 59 N Apt 2509, Kingwood, Texas 77339-1557	1	5-10 years
28	Christian, Zachary	(915) 881-7719	7885 Enchanted Range Dr, El Paso, Texas 79911-7514	2	5-10 years
29	Claus, Rebekah	(417) 766-0439	5353 Keller Springs Rd, Dallas, Texas 75248-2778	1	11-15 years
30	Connealy, Charity	(503) 991-4661	572 Saddle Back Trl, Cibolo, Texas 78108-3808	4	5-10 years
31	Cordova, Krista (Cordova, Pete)	(940) 232-4454	1719 Tucson Dr, Wichita Falls, Texas 76306-4738	2	11-15 years
32	Cox, Nancy	(903) 565-9662	19322 Fm 22661, Flint, Texas 75762	3	3 years
33	Cunningham, Barbara	(979) 224-4373	PO Box 6895, Granbury, Texas 76049-0133	3	more than 20 years
34	Cunningham, Jessie	(512) 585-5686	2304 Windsong Trl, Round Rock, Texas 78664-7019	3	16-20 years
35	Davis, Liza	(210) 793-2564	3746 Amber Leaf, San Antonio, Texas 78245-2782	3	less than 1 year
36	Day, Lorenza (Day, D'Andrea)	(512) 954-3859	7601 Daffian Ln Trlr 350, Austin, Texas 78724-1631	4	3 years
37	Decelis, Sally	(512) 791-7419	18605 Moreto Loop, Pflugerville, Texas 78660-5629	2	2 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
38	Derrick, Tosca	(940) 600-2123	906 Excalibur Dr, Highland Village, Texas 75077-1818	1	less than 1 year
39	Dickens-Holt, Rhonda (Holt, William & Stephanie)	(409) 443-4210	4106 Clovernook Ln, Seabrook, Texas 77586-4202	5	more than 20 years
40	Dillis, Cheryl	(512) 351-1824	14487 Robert I Walker Blvd, Austin, Texas 78728-6701	1	11-15 years
41	Dobin, Ed	(281) 881-3847	7906 Duffield Ln, Houston, Texas 77071-2015	5	5-10 years
42	Donahoe, Gerald	(210) 896-1400	4204 Mount Olive Rd, Adkins, Texas 78101-2204	2	16-20 years
43	Duncan, Leslie	(713) 201-6340	5927 Dawnridge Dr, Houston, Texas 77035-4119	4	16-20 years
44	Ellis, Tina	(512) 470-0299	9806 Thinleaf Cv, Austin, Texas 78759-6166	2	more than 20 years
45	Emmons, Ashton	(903) 690-6798	344 County Road 305, Carthage, Texas 75633-4112	4	1 year
46	Fabriguze, Jennifer	(409) 673-5074	104 Gracie Ln, Lumberton, Texas 77657-5300	3	16-20 years
47	Fenton, Michael	(817) 909-6886	4924 Orchid Dr, Fort Worth, Texas 76137-6378	3	more than 20 years
48	Ferguson, Kelly (Ferguson, Derrek)	(906) 250-4545	3901 114th St Apt 421, Lubbock, Texas 79423-8241	3	16-20 years
49	Ford, Jason	(817) 909-2983	2100 E Broad St Apt 1336, Mansfield, Texas 76063-4750	2	1 year
50	Garcia Ruiz, Erwin	(510) 495-4993	1402 Canterbury St, Austin, Texas 78702-5302	1	16-20 years
51	Garcia, Dahlia	(817) 538-5284	1915 Walnut Hills Ln, Mansfield, Texas 76063-5027	more than 5	more than 20 years
52	Gaston, Jacquelyn	(843) 708-6904	17538 Cypress Hilltop Way, Hockley, Texas 77447-3130	3	4 years
53	German, Don	(682) 622-9331	6204 Gayle Dr, N Richland Hills, Texas 76180-4723	5	11-15 years
54	Glidewell, Anthony	(936) 212-2215	1074 E Main St # 814, Zavalla, Texas 75980-3208	2	2 years
55	Glover, Felicia	(979) 224-3306	822 Nimitz St, College Station, Texas 77840-2056	3	16-20 years
56	Gonzales, Ginger (Gonzales, Misti)	(903) 519-7806	PO Box 72, Barry, Texas 75102-0072	4	4 years
57	Griffin, William	(254) 258-0689	840 Rocky Ln, Copperas Cove, Texas 76522-7636	5	16-20 years
58	Griggs-Laws, Von (Laws, Maurice)	(469) 867-4250	3638 Crepe Myrtle Cir, Dallas, Texas 75233-3118	2	1 year
59	Halfmann, Beth	(325) 234-4247	8434 Panther Path, San Angelo, Texas 76901-1670	2	16-20 years
60	Hall, Cassandra	(409) 225-4082	5390 Margo Ln, Beaumont, Texas 77708-5022	3	5-10 years
61	Harper, Chase	(607) 351-9622	100 Robinson Park Dr, Llano, Texas 78643-1889	4	more than 20 years
62	Harvey, Dakota	(817) 805-4773	6716 Basswood Dr, Fort Worth, Texas 76135-1525	2	4 years
63	Hayes, Bianca	(956) 566-6551	700 E Rio Vista Ave, Pharr, Texas 78577-7587	1	5-10 years
64	Henry, Jennifer (Marshall, Paul)	(214) 334-7244	1833 Garrett Dr, Carrollton, Texas 75010-6313	2	5-10 years
65	Higgins, Walter	(214) 770-1601	2811 Lismore Dr, Seagoville, Texas 75159-4030	2	more than 20 years
66	Honea, Zachary (Honea, Sarah)	(361) 244-4006	2007 Woodcrest Dr, Corpus Christi, Texas 78418-5348	5	5-10 years
67	Howze, Melissa	(936) 727-8880	10730 Highpoint Ln, Montgomery, Texas 77356-5721	4	2 years
68	Jackson, Angela	(817) 975-0350	603 Lymfield Dr, Arlington, Texas 76014-3011	2	5-10 years
69	Johnson, Dangelo	(469) 744-8470	2407 Spillway Ln #303, Arlington, Texas 76006	3	11-15 years
70	Johnson, Henry	(817) 723-5591	235 SW County Road 3170, Dawson, Texas 76639-3400	3	5-10 years
71	Johnson, Latovia	(281) 622-5991	PO Box 1587, Cleveland, Texas 77328-1587	4	16-20 years
72	Johnston, David	(254) 654-9065	4802 S 31st St Apt 923, Temple, Texas 76502-9801	1	less than 1 year
73	Jordan, Letitia	(281) 827-2752	18130 Swallow Springs Way, Spring, Texas 77379-1497	2	11-15 years
74	Klein, Laura	(903) 278-6083	304 Forest Lake Dr, Texarkana, Texas 75503	1	more than 20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
75	Klinker, Vanessa	(631) 383-5057	2836 James Rd, Granbury, Texas 76049-2900	4	11-15 years
76	Landreth, Jeremy	(903) 556-1749	621 County Road 3312, De Kalb, Texas 75559-4109	more than 5	11-15 years
77	Leach, Brian	(337) 467-9692	2040 Sens Rd Trlr 30, La Porte, Texas 77571-9263	2	16-20 years
78	Lomas, Natalie	(210) 846-2656	406 Winburn Ave, Schertz, Texas 78154-1825	2	16-20 years
79	Lozano, Yvonne (Lozano, Jeronimo)	(559) 761-7281	1059 US Highway 79 N, Carthage, Texas 75633-4446	2	2 years
80	Lyons, Rodney	(325) 232-2667	2917 Sutherland St, Abilene, Texas 79606-1630	more than 5	5-10 years
81	Marshall, Michael	(248) 930-8646	8233 Palace Ave, McKinney, Texas 75071-2062	2	11-15 years
82	Marshall, Viola (Marshall, Terry)	(832) 925-9609	7702 Trail Holw, Missouri City, Texas 77459-7644	2	5-10 years
83	Medrano, Lorena	(361) 443-6961	14442 Hamilton Grove Ln, Houston, Texas 77047-7534	3	more than 20 years
84	Mickey, Brittany	(281) 748-5817	9701 Meyer Forest Dr, Houston, Texas 77096-4314	2	2 years
85	Mika, Annette (Bishop, Raymond)	(713) 724-7619	20627 Springlight Ln, Spring, Texas 77379-3347	5	5-10 years
86	Mindieta, Jennifer	(817) 602-1972	10500 Holly Grove Dr, Fort Worth, Texas 76108-4608	2	5-10 years
87	Moore, Leigh-Anne	(682) 300-7748	803 Rustic Way, Royse City, Texas 75189-6022	3	5-10 years
88	Morales, Amber	(210) 906-6889	245 W Rosewood Ave, San Antonio, Texas 78212	3	5-10 years
89	Morris, Cynthia	(704) 562-3685	5208 Seashore Ln, Frisco, Texas 75036-9366	2	more than 20 years
90	Nanez, Eugene	(210) 788-1790	PO Box 1703, Johnson City, Texas 78636-1703	4	11-15 years
91	Nauer, Christy	(512) 629-3424	304 FM 20, Bastrop, Texas 78602-3772	3	3 years
92	Olvera, Niliram (Pacheco, Lisandro)	(903) 810-7720	2900 County Road 4504, Jacksonville, Texas 75766-0876	more than 5	4 years
93	Parker, Ashton	(409) 599-9616	4911 Sandpiper Cir, Baytown, Texas 77521-1967	3	5-10 years
94	Parker, Gary Chase	(936) 232-5729	611 Glen Haven Dr, Conroe, Texas 77385-7712	3	3 years
95	Perez, Bobbi (Perez, Ronnie)	(817) 915-1133	1073 Harriman Dr, Saginaw, Texas 76131-4926	more than 5	11-15 years
96	Perry, Candace	(520) 338-3774	30231 Saw Oaks Dr, Magnolia, Texas 77355	1	5-10 years
97	Price, Brendan	(205) 895-0651	102 Ulmus Rd, Fredericksburg, Texas 78624-6134	2	11-15 years
98	Quier, James	(254) 883-0015	906 Coleman St, Marlin, Texas 76661-2510	4	more than 20 years
99	Ramirez, Brenda	(832) 622-7110	11118 Sagehill Dr, Houston, Texas 77089-3937	1	less than 1 year
100	Ratcliff, Brandon	(903) 401-7701	PO Box 911, Lindale, Texas 75771-0911	2	less than 1 year
101	Rawls, Tom	(713) 725-1167	10163 Oakberry St, Houston, Texas 77042-5805	2	more than 5 years
102	Ritchie, Timothy	(910) 918-0195	804 Bowie Dr, Midlothian, Texas 76065-2526	4	5-10 years
103	Rivera, Delia (Martinez, Antoinette)	(832) 773-8207	5623 Bear Meadow Ln, Katy, Texas 77449-7576	1	11-15 years
104	Rodriguez, Laurie	(806) 893-8461	13107 Palo Pinto St, Amarillo, Texas 79118-3126	3	2 years
105	Rohrbaugh, Ashley	(325) 338-5594	2994 County Road 320, Abilene, Texas 79601-8044	3	11-15 years
106	Romere, Mary (Romere, Joseph)	(713) 376-5335	1908 Riverlawn Dr, Kingwood, Texas 77339-2353	2	16-20 years
107	Rosebud, Franchena	(510) 672-2791	11620 Audelia Rd Apt 434, Dallas, Texas 75243-4769	more than 5	5-10 years
108	Rosser, Sandra	(832) 443-1170	20714 Lake Park Trl, Kingwood, Texas 77346-1310	2	11-15 years
109	Rushing, David	(415) 314-8085	1411 Co Rd 3623, Quinlan, Texas 75474	3	5-10 years
110	Rust, Christina	(979) 421-0112	5750 Cedar Hill Rd, Brenham, Texas 77833-8008	more than 5	more than 20 years
111	Schorr, James	(469) 450-9646	1563 Bradford Trace Dr, Allen, Texas 75002-0960	2	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
112	Smith, Natasha	(504) 444-7946	19518 Little Pine Ln, Katy, Texas 77449-4548	5	5-10 years
113	Stewart, Estelle	(832) 418-4417	6402 Castle Lane Dr, Houston, Texas 77066-3920	4	5-10 years
114	Stewart, John	(803) 610-3639	76 Private Road 5244, Hondo, Texas 78861-5435	2	16-20 years
115	Stohr, Susan (Thompson, Don)	(281) 733-9952	4318 Argentina Cir, Pasadena, Texas 77504-2502	4	more than 20 years
116	Sullivan, Ron	(903) 458-4430	4235 County Road 2629, Caddo Mills, Texas 75135-7476	4	11-15 years
117	Tinley, Judy	(806) 215-3237	804 E 4th St, Denver City, Texas 79223-3308	more than 5	more than 20 years
118	Toone, Morgan	(254) 760-2663	734 Warwick Ln, Coppell, Texas 75019-2752	1	5-10 years
119	Tortorice, Brenda	(713) 703-5966	18227 Woods End, Rosharon, Texas 77583-5165	2	more than 20 years
120	Townsend, Julie	(903) 721-0310	102 Ramsey St Unit A, Alito, Texas 75925-3109	2	5-10 years
121	Turner, Laquitta	(469) 432-1601	4319 Quail Field Dr, Arlington, Texas 76001-7637	4	5-10 years
122	Valencia-Sabaj, Zumeiya (Sabaj, Phillip)	(346) 600-1040	3106 Thicket Path Way, Katy, Texas 77493-4429	3	3 years
123	Waldrup, Maderrick (Waldrup, Tandra)	(832) 614-2623	9503 Willowlake Park Dr, Houston, Texas 77064-3822	4	3 years
124	Warren, Taylor (Warren, Gwen)	(903) 930-1286	3198 FM 968 W, Marshall, Texas 75670-7650	5	11-15 years
125	Warren, Wendell	(903) 452-5315	3770 Harley Ridge Rd, Longview, Texas 75604-6900	4	less than 1 year
126	Weaver, Cameron	(903) 279-1479	506A Rosedale St, Longview, Texas 75604-3930	1	less than 1 year
127	Williams, Blair	(903) 722-3394	6350 State Highway 323 W, Henderson, Texas 75652	2	5-10 years
128	Williams, Cari	(850) 496-9553	18554 Hwy 19, Canton, Texas 75103	3	4 years
129	Williams, Jerrina	(832) 407-1241	1806 Elm St, Henderson, Texas 75652-6260	3	11-15 years
130	Williams, Yorketha	(903) 824-4143	257 County Road 2311, Texarkana, Texas 75503-6326	3	4 years
131	Wilson, Roshonda	(409) 466-9948	2679 Nora St, Beaumont, Texas 77705-3249	4	5-10 years
132	Wilson, Sharika	(254) 462-1126	2201 Wheeler Cir, Killeen, Texas 76549-1052	1	2 years
133	Wood, Jamie	(818) 469-2078	14 Ridge Rd, Lubbock, Texas 79424	3	2 years
134	Wright, Nicole	(202) 827-5055	PO Box 12108, Austin, Texas 78711-2108	1	2 years
135	Young, Maicie	(214) 395-5840	5200 Gaston Ave Apt 218, Dallas, Texas 75214-5275	2	less than 1 year



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May 27, 2022

VIA FEDEX

Craig Silliman, EVP & Legal Officer
Verizon Communications Inc. &
Cellco Partnership d/b/a Verizon Wireless
One Verizon Way
Basking Ridge, New Jersey 07920

Verizon Wireless Dispute Resolution Mgr.
One Verizon Way
Basking Ridge, New Jersey 07920

Re: Demand for Relief Pursuant to Wyoming Consumer Protection Act

Dear Mr. Silliman and Verizon Wireless Dispute Resolution Manager:

This law firm, together with DeNittis Osefchen Prince, PC, represents the 8 Verizon Wireless subscribers (my “Clients”) within the state of Wyoming who are listed in the chart attached as **Exhibit A**.¹ We submit this demand for relief on behalf of my Clients pursuant to the Wyoming Consumer Protection Act, Wyo. Stat. §§ 40-12-101, *et seq.*

My Clients contend that Cellco Partnership d/b/a Verizon Wireless and Verizon Communications, Inc. (collectively, “Verizon”) are violating Wyoming law by advertising flat monthly rates for Verizon Wireless post-paid service plans and then deceptively and unfairly charging customers higher monthly rates through the imposition of a so-called “Administrative Charge” and increases thereto.

The Administrative Charge is simply a means for Verizon to charge more per month for the service itself without having to advertise the higher prices. Verizon uses the Administrative Charge as a revenue lever to covertly jack up its monthly service prices and to squeeze its existing subscribers for more cash whenever Verizon desires. The Administrative Charge is not disclosed to customers before or when they sign up, and in fact it is never adequately and honestly disclosed to them.

Verizon deliberately and affirmatively misrepresents the so-called Administrative Charge on its billing statements to further its scheme. Verizon excludes the Administrative Charge from the “Monthly charges” section, and instead puts it in the “Surcharges” section where Verizon lumps it together with government costs.

¹ The chart at **Exhibit A** includes the following information for each Client: name, Verizon phone number, billing address, number of phone lines, and number of years a subscriber.

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Verizon never adequately disclosed to any of my Clients that the Administrative Charge would be charged or that the true monthly price for the service plans would be higher than what Verizon advertised and quoted. Verizon has charged each of my Clients higher monthly prices than they were promised, via Verizon's covert imposition of, and subsequent increases to, the so-called Administrative Charge. Meanwhile, Verizon's monthly billing statements, the My Verizon online billing center, and the electronic billing process are all deliberately designed in a manner to hide and disguise the Administrative Charge. Each of my Clients did not discover these deceptive acts and practices until their counsel recently brought the scheme to their attention.

My Clients purchased their Verizon Wireless post-paid service plans primarily for personal, family or household purposes.

Verizon's material misrepresentations, omissions, and failures to disclose were deceptive trade practices in violation of the Wyoming Consumer Protection Act (Wyo. Stat. Ann. §§ 40-12-101, *et seq.*). Verizon engaged in specific deceptive trade practices declared unlawful by the Wyoming Consumer Protection Act, including:

1. Verizon knowingly represented that its wireless service plans were supplied in accordance with a previous representation, when in fact they were not (Wyo. Stat. § 40-12-105(a)(v));
2. Verizon knowingly made false or misleading statements of fact concerning the prices of its wireless service plans (Wyo. Stat. § 40-12-105(a)(vii));
3. Verizon knowingly advertised its wireless service plans with an intent not to sell them as advertised (Wyo. Stat. § 40-12-105(a)(x)); and
4. Verizon knowingly engaged in unfair or deceptive acts or practices (Wyo. Stat. § 40-12-105(a)(xv)).

The Act allows any person who has relied upon an uncured unlawful deceptive trade practice to bring an action to recover actual damages suffered as a result of the unlawful deceptive trade practice. Wyo. Stat. § 40-12-108(a).

My Clients have suffered actual damages in the amount of the Administrative Charges they have paid to Verizon.

We demand that Verizon pay my Clients full damages. We also demand that Verizon cease and desist from the unlawful conduct described above and correct its marketing and advertising representations so that they match actual rates and prices charged by Verizon. We further demand reasonable attorneys' fees and costs.

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We request a response to this demand within 15 days. Absent a satisfactory offer of settlement, My Clients will bring claims for violations of the Wyoming Consumer Protection Act against Verizon based on the facts and claims in this letter. I can be reached at (425) 233-8628 or dan@hattislaw.com.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Dan Hattis', with a long horizontal stroke extending to the right.

Daniel M. Hattis

cc: Shon Morgan, Esq., Quinn Emanuel Urquhart & Sullivan, LLP (via email)
Stephen P. DeNittis, Esq., DeNittis Osefchen Prince, PC

EXHIBIT A

to Notice of Dispute

EXHIBIT A

	Client Name	Verizon Phone	Billing Address	Phone Lines	Years Subscriber
1	Garay, Briana (Richard, Laurie)	(307) 431-4501	402 N 8th St, Worland, Wyoming 82401-2302	2	5-10 years
2	Lugan, Maggie	(307) 680-5215	1008 E Curtis St, Laramie, Wyoming 82072-2216	5	5-10 years
3	Martinez, Ann	(307) 286-2318	417 E 24th, 1/2, Cheyenne, Wyoming 82001	1	16-20 years
4	Nunez, Tawna	(307) 258-9592	5401 Tonkawa Trl, Bar Nunn, Wyoming 82601-7487	3	5-10 years
5	Stebner, Michelle	(307) 431-6140	332 1st Ave S, Greybull, Wyoming 82426-2105	3	4 years
6	White, Claire	(307) 203-9046	PO Box 291, Thayne, Wyoming 83127-0291	2	5-10 years
7	White, Jonathon	(605) 920-9299	646B 1st St # 123, Upton, Wyoming 82730-5006	more than 5	2 years
8	World, Barbara	(307) 630-4286	1401 E 23rd St, Cheyenne, Wyoming 82001-4009	2	16-20 years

Exhibit F



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December 7, 2022

VIA FEDEX

Verizon Wireless Dispute Resolution Mgr.
One Verizon Way
Basking Ridge, New Jersey 07920

Re: Notices of Disputes and of Unlawful Conduct
My 1,401 Clients Listed in **Exhibit A**

Dear Verizon Wireless Dispute Resolution Manager:

This law firm, together with DeNittis Osefchen Prince, PC, represents the 1,401 Verizon Wireless subscribers (my “Clients”) listed in the chart enclosed as **Exhibit A**.¹

Each Client is a victim of the deceptive scheme perpetrated by Cellco Partnership d/b/a Verizon Wireless and Verizon Communications, Inc. (collectively, “Verizon”) of advertising flat monthly rates for Verizon Wireless post-paid service plans and then deceptively and unfairly charging customers higher monthly rates through the imposition of a so-called “Administrative Charge”² and increases thereto.

The Administrative Charge is simply a means for Verizon to charge more per month for the service itself without having to advertise the higher prices. Verizon uses the Administrative Charge as a revenue lever to covertly jack up its monthly service prices and to squeeze its existing subscribers for more cash whenever Verizon desires. The Administrative Charge is not disclosed to customers before or when they sign up, and in fact it is never adequately and honestly disclosed to them.

Verizon deliberately and affirmatively misrepresents the so-called Administrative Charge on its billing statements to further its scheme. Verizon excludes the Administrative Charge from the “Monthly charges” section, and instead puts it in the “Surcharges” section where Verizon lumps it together with government costs. And for years, Verizon falsely stated on its monthly

¹ The chart at **Exhibit A** includes the following information for each Client: name, Verizon phone number, billing address, number of phone lines, and number of years a subscriber.

² In June 2022 Verizon changed the name of the Administrative Charge to the “Administrative and Telco Recovery Charge.” This letter will refer to the charge as the “Administrative Charge.”

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bills that the Administrative Charge was a surcharge imposed on subscribers to “cover the costs that are billed to us by federal, state or local governments.”

Verizon never adequately disclosed to any of my Clients that the Administrative Charge would be charged or that the true monthly price for the service plans would be higher than what Verizon advertised and quoted. Verizon has charged each of my Clients higher monthly prices than they were promised, via Verizon’s covert imposition of, and subsequent increases to, the Administrative Charge. Meanwhile, Verizon’s monthly billing statements, the My Verizon online billing center, and the electronic billing process are all deliberately designed in a manner to hide and disguise the Administrative Charge. Each of my Clients did not discover these deceptive acts and practices until their counsel brought the scheme to their attention.

All of my Clients purchased their Verizon Wireless post-paid service plans primarily for personal, family or household purposes.

All of my Clients have suffered harm in the amount of the Administrative Charges they have paid to Verizon.

Verizon’s actions violate the laws of each my Clients’ states of Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, and Wyoming.

Demand For All Clients:

With regard to **all** of my Clients, we demand that Verizon pay actual damages or restitution, treble or punitive damages (if applicable), and statutory damages (if applicable). We also demand that Verizon cease and desist from the unlawful conduct described above and correct its marketing and advertising representations so that they match the actual rates and prices charged by Verizon. We further demand reasonable attorneys’ fees and costs. Additional state-specific notices and demands are listed below.

State-Specific Notices and Demands:

Alabama Clients. With regard to my 9 clients in **Exhibit A** with an Alabama billing address (my “Alabama Clients”), Verizon’s material misrepresentations, omissions, and failures to disclose were deceptive acts or practices in violation of the Alabama Deceptive Trade Practices Act (Ala. Code §§ 8-19, *et seq.*). A person who violates the Act and causes monetary damage to another person is liable to that person for actual damages or \$100, whichever is greater. Ala. Code § 8-19-10(a)(1). The Act also expressly allows treble damages. Ala. Code § 8-19-10(a)(2). The Act also provides mandatory attorneys’ fees in any successful action where damages are recovered, or injunctive relief is obtained. Ala. Code § 8-19-10(a)(3). Verizon engaged in specific deceptive trade practices declared unlawful by the Alabama Deceptive Trade Practices Act, including:

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1. Verizon represented that its service plans had characteristics that they did not have (Ala. Code § 8-19-5(5));
2. Verizon advertised its service plans with an intent not to sell them as advertised (Ala. Code § 8-19-5(9)); and
3. Verizon engaged in other unconscionable, false, misleading, or deceptive acts or practices in the conduct of trade or commerce (Ala. Code § 8-19-5(27)).

My Alabama Clients request a response to this demand within 15 days. Absent a satisfactory offer of settlement, my Alabama Clients will bring claims for violations of the Alabama Deceptive Trade Practices Act against Verizon based on the facts and claims in this letter.

California Clients. With regard to my 660 clients in **Exhibit A** with a California billing address (my “California Clients”), Verizon’s material misrepresentations, omissions, and failures to disclose violated the California Consumers Legal Remedies Act, Cal. Civ. Code §§ 1750 et seq., (the “CLRA”) in the following manner:

1. Verizon represented that its service plans had characteristics that they did not have (Cal. Civ. Code § 1770(a)(5));
2. Verizon advertised its service plans with an intent not to sell them as advertised (Cal. Civ. Code § 1770(a)(9));
3. Verizon misrepresented that its service plans were supplied in accordance with previous representations when they were not (Cal. Civ. Code § 1770(a)(16)); and
4. Verizon inserted unconscionable provisions in its consumer agreements, including, but not limited to, an arbitration clause which contains one or more of the following unlawful provisions: (a) a waiver of the right to seek public injunctive relief in any forum; (b) an exculpatory provision which prevents consumers from relying on information provided to them by Verizon; (c) a six-month window for notifying Verizon of claims; (d) a prohibition of punitive damages; and (e) a mass arbitration provision which limits the ability to bring arbitrations (Cal. Civ. Code § 1770(a)(19)).

My California Clients also make their CLRA demand on behalf of a class of similarly situated California consumers. *See* Cal. Civil Code §§ 1781, 1782(c). My California Clients demand that within thirty (30) days of receiving this letter, Verizon agree to (1) refrain from engaging in the deceptive practices described above at any time in the future; and (2) return all money that Verizon’s California customers have paid in “Administrative Charges.” If Verizon refuses to provide the demanded relief within thirty (30) days, my California Clients may seek compensatory and punitive damages, restitution, and any other appropriate equitable relief under the CLRA on behalf of themselves and a class of similarly situated California consumers.

Georgia Clients. With regard to my 23 clients in **Exhibit A** with a Georgia billing address (my “Georgia Clients”), Verizon’s material misrepresentations, omissions, and failures

December 7, 2022

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to disclose were unfair or deceptive practices in violation of the Georgia Fair Business Practices Act (Ga. Code §§ 10-1- 390, *et seq.*). The Act allows any person who has suffered “injury or damages” as a result of a violation of the Act to bring an action to seek injunctive relief and to recover his or her general and exemplary damages. Ga. Code § 10-1-399(a). The Act also expressly allows treble damages. Ga. Code § 10-1-399(c). Verizon engaged in specific unfair or deceptive acts or practices declared unlawful by the Georgia Fair Business Practices Act, including:

1. Verizon represented that its service plans had characteristics that they did not have (Ga. Code § 10-1-393(b)(5)); and

2. Verizon advertised its service plans with an intent not to sell them as advertised (Ga. Code § 10-1-393(b)(9)).

My Georgia Clients request a response to this demand within 30 days. Absent a satisfactory offer of settlement, my Georgia Clients will bring claims for violations of the Georgia Fair Business Practices Act against Verizon based on the facts and claims in this letter.

Indiana Clients. With regard to my 11 clients in **Exhibit A** with an Indiana billing address (my “Indiana Clients”), Verizon’s material misrepresentations, omissions, and failures to disclose were unfair, abusive, or deceptive acts or practices in violation of the Indiana Deceptive Consumer Sales Act (Ind. Code Ann. §§ 24-5-0.5-1, *et seq.*). Section 24-5-0.5-3(a) of the Indiana Deceptive Consumer Sales Act states that a “supplier may not commit an unfair, abusive, or deceptive act, omission, or practice in connection with a consumer transaction.” The Act allows a person who has relied upon an uncured or incurable deceptive act to “bring an action for the damages actually suffered as a consumer as a result of the deceptive act or five hundred dollars (\$500), whichever is greater.” Ind. Code Ann. § 24-5-0.5-4(a). The Act also expressly allows treble damages. Ind. Code Ann. § 24-5-0.5-4(a). And, where the person is an elder (age 60 or older), treble damages are permitted as a matter of right. Ind. Code Ann. § 24-5-0.5-4(i).

My Indiana Clients request a response to this demand within 30 days. Absent a satisfactory offer of settlement, my Indiana Clients will bring claims for violations of the Indiana Deceptive Consumer Sales Act against Verizon based on the facts and claims in this letter.

Maine Clients. With regard to my client in **Exhibit A** with a Maine billing address (Francine Ciulla, my “Maine Client”), we submit this demand for relief pursuant to the Maine Unfair Trade Practices Act, Me. Stat. tit. 5 §§ 205, *et seq.* Verizon’s material misrepresentations, omissions, and failures to disclose were “[u]nfair methods of competition and unfair or deceptive acts or practices in the conduct of ... trade or commerce.” Me. Stat. tit. 5 § 207. The Act allows a person who “suffers any loss of money or property, real or personal, as a result of the use or employment by another person of a method, act or practice declared unlawful” to bring an action to recover actual damages, restitution, and other equitable relief, including injunctive relief. Me. Stat. tit. 5 § 213(1). The Act also provides mandatory attorneys’ fees to a plaintiff in any successful action. Me. Stat. tit. 5 § 213(2).

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My Maine Client requests a response to this demand within 30 days. Absent a satisfactory offer of settlement, my Maine Client will bring claims for violations of the Maine Unfair Trade Practices Act against Verizon based on the facts and claims in this letter.

Massachusetts Clients. With regard to my 13 clients in **Exhibit A** with a Massachusetts billing address (my “Massachusetts Clients”), we submit this demand for relief pursuant to the Massachusetts Unfair and Deceptive Business Practices Act, Mass. Gen. Laws, Ch. 93A, §§ 1, *et seq.* The Act prohibits the use of “unfair or deceptive acts or practices in the conduct of any trade or commerce.” Mass. Gen. Laws, Ch. 93A, § 2. The Act allows a person “who has been injured by another person’s use or employment of any method, act or practice declared to be unlawful” to bring an action for damages and equitable relief, including injunctive relief. Mass. Gen. Laws, Ch. 93A, § 9(1). The Act also expressly permits treble damages. Mass. Gen. Laws, Ch. 93A, § 9(3).

My Massachusetts Clients request a response to this demand within 30 days. Absent a satisfactory offer of settlement, my Massachusetts Clients will bring claims for violations of Chapter 93A against Verizon based on the facts and claims in this letter.

Mississippi Clients. With regard to my 6 clients in **Exhibit A** with a Mississippi billing address (my “Mississippi Clients”), Verizon’s material misrepresentations, omissions, and failures to disclose were unfair or deceptive trade practices in violation of the Mississippi Consumer Protection Act (Miss. Code. Ann. §§ 75-24-1, *et seq.*). The Act allows any person who “suffers any ascertainable loss of money or property” as a result of a prohibited act or practice to bring an action to recover actual damages. Miss. Code. Ann. § 75-24-15(1). The Act also permits a person to obtain any form of equitable relief, including restitution, as may be necessary to restore to the person any monies or property which was acquired by means of a prohibited act or practice. Miss. Code. Ann. § 75-24-11. Verizon engaged in specific unfair or deceptive trade practices declared unlawful by the Mississippi Consumer Protection Act, including:

1. Verizon represented that its service plans had characteristics that they did not have (Miss. Code. Ann. § 75-24-5(2)(e)); and
2. Verizon advertised its service plans with an intent not to sell them as advertised (Miss. Code. Ann. § 75-24-5(2)(i)).

My Mississippi Clients request a response to this demand within 30 days. Absent a satisfactory offer of settlement, my Mississippi Clients will bring claims for violations of the Mississippi Consumer Protection Act against Verizon based on the facts and claims in this letter.

Texas Clients. With regard to my 30 clients in **Exhibit A** with a Texas billing address (my “Texas Clients”), Verizon’s material misrepresentations, omissions, and failures to disclose were false, misleading, or deceptive acts or practices in violation of the Texas Deceptive Trade Practices-Consumer Protection Act (Tex. Bus. & Com. Code §§ 17.41, *et seq.*). The Act allows a person who has suffered economic damages as a result of an unlawful act to recover economic damages. Tex. Bus. & Com. Code § 17.50(a), (b)(1). The Act also allows a person to obtain any other equitable relief necessary to restore to the person any money or property which may have

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been acquired by the unlawful acts. Tex. Bus. & Com. Code § 17.50(b)(3). The Act also allows a person to obtain an order enjoining the unlawful acts. Tex. Bus. & Com. Code § 17.50(b)(2). The Act also expressly allows treble damages. Tex. Bus. & Com. Code § 17.50(b)(1). The Act also provides mandatory attorneys' fees to a prevailing consumer. Tex. Bus. & Com. Code § 17.50(d). Verizon violated specific provisions of the Texas Deceptive Trade Practices-Consumer Protection Act in the following ways:

1. Verizon represented that its service plans had characteristics that they did not have (Tex. Bus. & Com. Code § 17.46(b)(5));
2. Verizon advertised its service plans with an intent not to sell them as advertised (Tex. Bus. & Com. Code § 17.46(b)(9));
3. Verizon failed to disclose information concerning its service plans which was known at the time of transaction with the intent to induce the consumer into a transaction into which the consumer would not have entered had the information been disclosed (Tex. Bus. & Com. Code § 17.46(b)(24)); and
4. Verizon committed unconscionable actions or an unconscionable course of actions (Tex. Bus. & Com. Code § 17.50(a)(3)).

My Texas Clients request a response to this demand within 30 days. Absent a satisfactory offer of settlement, my Texas Clients will bring claims for violations of the Texas Deceptive Trade Practices-Consumer Protection Act against Verizon based on the facts and claims in this letter.

Wyoming Clients. With regard to my 2 clients in **Exhibit A** with a Wyoming billing address (my "Wyoming Clients"), Verizon's material misrepresentations, omissions, and failures to disclose were deceptive trade practices in violation of the Wyoming Consumer Protection Act (Wyo. Stat. Ann. §§ 40-12-101, *et seq.*). Verizon engaged in specific deceptive trade practices declared unlawful by the Wyoming Consumer Protection Act, including:

1. Verizon knowingly represented that its service plans were supplied in accordance with a previous representation, when in fact they were not (Wyo. Stat. § 40-12-105(a)(v));
2. Verizon knowingly made false or misleading statements of fact concerning the prices of its service plans (Wyo. Stat. § 40-12-105(a)(vii));
3. Verizon knowingly advertised its service plans with an intent not to sell them as advertised (Wyo. Stat. § 40-12-105(a)(x)); and
4. Verizon knowingly engaged in unfair or deceptive acts or practices (Wyo. Stat. § 40-12-105(a)(xv)).

The Wyoming Consumer Protection Act allows any person who has relied upon an uncured unlawful deceptive trade practice to bring an action to recover actual damages suffered as a result of the unlawful deceptive trade practice. Wyo. Stat. § 40-12-108(a)

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My Wyoming Clients request a response to this demand within 15 days. Absent a satisfactory offer of settlement, my Wyoming Clients will bring claims for violations of the Wyoming Consumer Protection Act against Verizon based on the facts and claims in this letter.

Demand For All Clients:

Again, with regard to all of my Clients (additional state-specific demands are listed above), we demand that Verizon pay actual damages or restitution, treble or punitive damages (if applicable), and statutory damages (if applicable). We also demand that Verizon cease and desist from the unlawful conduct described above and correct its marketing and advertising representations so that they match the actual rates and prices charged by Verizon. We further demand reasonable attorneys' fees and costs.

I can be reached at (425) 233-8628 or dan@hattislaw.com.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Dan Hattis', with a long horizontal flourish extending to the right.

Daniel M. Hattis

Enclosure: **Exhibit A** (Chart of Clients)

cc: Shon Morgan; Crystal Nix-Hines; Marina Lev; Cristina Henriquez
Quinn Emanuel Urquhart & Sullivan, LLP

Stephen P. DeNittis
DeNittis Osefchen Prince, PC

EXHIBIT A

Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
1 Currie, Brandy	(256) 599-6590	647 County Road 168	Scottsboro	Alabama	35768-6546	3	more than 20 years
2 Davis, Vylse	(205) 434-6238	167 Moores Spring Rd	Montevallo	Alabama	35115-8605	1	3 years
3 Lomeo, Janice (Lomeo, Peter)	(727) 710-3834	309 Lee Road 483	Opelika	Alabama	36804-1789	2	16-20 years
4 Martin, Carla	(251) 767-3446	1101 Abilene Dr W	Mobile	Alabama	36695-5019	1	2 years
5 McKenzie, Sharron	(334) 406-5232	229 Rolling Pines Dr	Enterprise	Alabama	36330-4568	2	16-20 years
6 Shipman, Russell (Shipman, Wendy)	(205) 934-7843	529 Lakeside Cir	Center Point	Alabama	35215-5700	5	4 years
7 Whatley, April D	(256) 239-6000	1708 Camden Cir SW	Decatur	Alabama	35603-3153	2	11-15 years
8 Williams, Gaisha	(205) 294-1515	204 County Road 875	Clanton	Alabama	35045-6099	more than 5	more than 20 years
9 Wilson, Vanessa	(843) 364-3816	214 Idared Ln	Madison	Alabama	35758-6323	4	5-10 years
10 Alvidrez, Caitlyn	(928) 368-3500	PO Box 231613	Anchorage	Alaska	99523-1613	5	5-10 years
11 Bonham, Caroline	(520) 705-1010	1141 E 11th St	Casa Grande	Arizona	85122-3609	3	more than 20 years
12 Dinan, Wesley	(602) 810-1491	2028 W Hadley St Apt 1	Phoenix	Arizona	85009-5960	1	4 years
13 Dowson, Renee	(602) 620-1943	7802 N 16th Ln	Phoenix	Arizona	85021-7006	2	more than 20 years
14 Estrada, Catherine	(520) 603-3607	4640 W Calle Don Tomas	Tucson	Arizona	85757-9448	3	16-20 years
15 Fisher, Dee	(770) 842-1838	22850 W Sierra Ridge Way	Wittmann	Arizona	85361-8785	3	5-10 years
16 Hayes, Catherine	(520) 237-8840	11157 N Eagle Crest Dr	Tucson	Arizona	85737-8527	3	more than 20 years
17 Kosina, Jared	(602) 350-5524	1238 W Seascap Dr	Gilbert	Arizona	85233-5628	1	16-20 years
18 Laboy, Luis	(773) 443-4474	10510 N 69th Ave	Peoria	Arizona	85345-6763	more than 5	5-10 years
19 Linman, Scott (Reinhart, Roger)	(503) 810-9903	14015 W Franciscan Drive	Sun City West	Arizona	85375-5225	2	3 years
20 Lollis, Elizabeth	(618) 218-4207	3238 E Denim Trl	San Tan Valley	Arizona	85143-3330	5	16-20 years
21 Mason, Holly	(520) 833-1431	4758 E 2nd St	Tucson	Arizona	85711-1205	1	2 years
22 Middleton, Carlene	(480) 789-1173	3031 E Lark Dr	Chandler	Arizona	85286-5643	1	11-15 years
23 Moon, Vicki	(520) 280-3071	7834 W Caballero Cir	Arizona City	Arizona	85123-6352	2	16-20 years
24 Perkins, Kenneth	(520) 582-5491	42695 W Hillman Dr	Maricopa	Arizona	85138-1615	1	5-10 years
25 Radu, Adrian	(623) 521-2145	709 E Irma Ln	Phoenix	Arizona	85024-4100	2	2 years
26 Rivas, Christine	(602) 754-2272	5712 N 12th St	Phoenix	Arizona	85014-2333	1	less than 1 year
27 Soto, Joanna	(520) 840-8300	237 W Kona Dr	Casa Grande	Arizona	85122-5046	3	more than 20 years
28 Thomason, Cheryl	(623) 910-8687	17501 W Aster Dr	Surprise	Arizona	85388-5655	4	less than 1 year
29 Timpanaro, Joseph	(602) 751-6409	14811 N Pablo St	El Mirage	Arizona	85335-6957	5	5-10 years
30 Trujillo, Joana	(661) 713-6944	22221 N 31st Ave	Phoenix	Arizona	85027-1707	4	16-20 years
31 Walters, Laura	(623) 261-9278	15561 W Vista Grande Ln	Surprise	Arizona	85374-4541	3	more than 20 years
32 Deckelman, Michael	(870) 919-1828	809 James St	Harrisburg	Arkansas	72432-1113	more than 5	more than 20 years
33 Gates, Frances Donna	(479) 325-4629	23794 Highway 74	Huntsville	Arkansas	72740-8254	4	3 years
34 La France, Carol	(870) 540-9038	1317 Huntsmoor Rd	Sherwood	Arkansas	72120-5532	2	4 years
35 Mathis, Jean	(501) 271-7934	4208 Moss St	North Little Rock	Arkansas	72118-4442	3	3 years
36 Abram, Harvey	(818) 489-1577	9623 Penfield Ave	Chatsworth	California	91311-5516	4	more than 20 years
37 Abram, Marcus	(909) 440-4636	1115 N Lancelwood Ave	Rialto	California	92376-3916	4	16-20 years
38 Abston, Tracey	(619) 494-4387	950 Nacion Ave	Chula Vista	California	91911-2444	2	more than 5 years
39 Acebo, Michel	(714) 334-7500	PO Box 1422	Lucerne Valley	California	92356-1422	3	more than 20 years
40 Aduabato Park, Lisa (Park, Thomas)	(973) 650-7099	24345 Taranto Ave	Valencia	California	91355-1916	2	more than 5 years
41 Aguilera, Benjamin	(760) 271-7205	2562 Mortino Dr	Oceanside	California	92056-3420	1	5-10 years
42 Aiello, Catherine	(619) 540-8524	8301 Mission Gorge Rd Spc 107	Santee	California	92071-3539	2	more than 20 years
43 Aiello, Lisa	(619) 206-2786	3430 Carleton St	San Diego	California	92106-2525	1	more than 20 years
44 Aiello, Raina	(586) 339-5913	490 Hall Ln	Squaw Valley	California	93675-9739	2	2 years
45 Alamprese, Linda	(310) 429-7263	23838 Pacific Coast Hwy # 374	Malibu	California	90265-1421	4	11-15 years
46 Alcorn, Darrin	(916) 288-5135	4065 N Fruit Ave Apt 218	Fresno	California	93705-2131	more than 5	4 years
47 Aldamen, Omar	(530) 870-1010	322 Glenbrook Ct	Yuba City	California	95993-7105	4	11-15 years
48 Aldaz, Susana	(559) 790-1472	114 Tamara Ct	Merced	California	95341-8024	1	more than 5 years
49 Aldrich, Scott	(951) 212-6807	3576 Hillview Dr	Riverside	California	92503-4711	3	11-15 years
50 Alle, Thomas	(949) 560-2794	PO Box 65	Yermo	California	92398-0065	4	more than 5 years
51 Allen, Jacob	(760) 998-5429	15572 Travis St	Hesperia	California	92345-3027	2	5-10 years
52 Allen, Kym (Allen, John)	(818) 399-6892	20746 Haynes St	Winnetka	California	91306-4119	4	more than 5 years

EXHIBIT A

Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
53 Alom, Ash	(757) 577-2760	3783 Gabriel Dr	Merced	California	95340-5402	2	11-15 years
54 Alvarado, Denise	(415) 517-3868	333 N McDowell Blvd Apt C-258	Petaluma	California	94954-0341	1	11-15 years
55 Alvear, Audrey	(831) 224-5808	1332 Cherokee Dr	Salinas	California	93906-2613	more than 5	more than 5 years
56 Anastasiou, Catrina	(626) 720-7114	14350 Agave St	Moreno Valley	California	92553-4423	2	5-10 years
57 Anderson, Marian	(831) 297-0706	3591 Fallon Rd	Hollister	California	95023-9338	2	3 years
58 Anderson, Stefanie	(805) 400-8282	3547 Mitchell Heights Dr	Eureka	California	95503-9793	more than 5	11-15 years
59 Apicella, Arthur	(212) 863-9858	9051 Mira Mesa Blvd Unit 262623	San Diego	California	92196-7103	2	2 years
60 Araiza, Leslie	(213) 712-4179	12534 Orange Ave	Chino	California	91710-3869	4	more than 5 years
61 Arberry, Linda	(626) 533-0157	449 W Foothill Blvd # 265	Glendora	California	91741-3363	4	5-10 years
62 Archuleta, Dana	(530) 355-2118	17392 Olinda Rd	Anderson	California	96007-8621	1	5-10 years
63 Armstrong, Cliff	(951) 218-7183	1061 Foothill Dr	Banning	California	92220-1241	3	more than 5 years
64 Arzate, Rosendo	(657) 358-5836	293 N State College Blvd Apt 2005	Orange	California	92868-5709	2	2 years
65 Ashtiani, Daniel	(818) 497-8183	2141 Watermark Pl	Irvine	California	92612-7691	3	11-15 years
66 Aushman, Christi (Aushman, David)	(818) 437-3828	10751 Kurt St	Sylmar	California	91342-6843	more than 5	more than 5 years
67 Avila, Jorge	(805) 330-5161	1132 Ambrosia St	Oxnard	California	93030-4367	2	more than 5 years
68 Ayala, Kathleen	(951) 634-2873	290 White Sands St	Beaumont	California	92223-7538	3	more than 20 years
69 Ayala, Susan (Galetti, Tracee)	(619) 248-2854	2759 E St	San Diego	California	92102-2718	more than 5	5-10 years
70 Ayvazyan, Ariak	(818) 523-8852	15031 Hamlin St	Van Nuys	California	91411-1409	4	16-20 years
71 Bagley, Brandi	(949) 763-8555	514 Avocado Ave	Corona del Mar	California	92625-918	3	5-10 years
72 Bailey, Debbie	(707) 845-0379	PO Box 61	Hoopa	California	95546-0061	3	more than 5 years
73 Baker, Kristin	(707) 478-9189	3551 Lilly Ave	Long Beach	California	90808-3216	1	5-10 years
74 Baker, Ronnie	(909) 915-7130	2105 E 19th St Apt A	San Bernardino	California	92404-5898	1	more than 5 years
75 Balboa Perez, David	(559) 205-4715	304 W School Ave Apt 2	Visalia	California	93291-4985	4	3 years
76 Baldwin Jr, Joe Pat	(805) 423-1973	9504 Los Palos Rd	Atascadero	California	93422-6106	1	more than 5 years
77 Banko, Alyssa	(661) 904-4380	25402 Magnolia Ln	Stevenson Ranch	California	91381-1844	more than 5	more than 5 years
78 Barajas, Tony	(209) 331-0932	808 S Hutchins St	Lodi	California	95240-4640	2	3 years
79 Barakos, Dionysios	(310) 293-1274	2639 Pirneos Way Unit 334	Carlsbad	California	92009-7348	more than 5	11-15 years
80 Barbee-Smith, Suzanne	(925) 231-5747	4686 Foothill Blvd	Oroville	California	95966-8000	3	less than 1 year
81 Barrios, Karen (Barrios, Valentin)	(510) 258-6994	6320 Market Ave	Newark	California	94560-4036	4	11-15 years
82 Bartlett, Laurie	(303) 564-4298	2611 Westminster Pl	Costa Mesa	California	92627-4643	1	more than 5 years
83 Bates, Cherie	(209) 471-2931	117 Bw Williams Dr	Vallejo	California	94589-2173	2	4 years
84 Bayacal, Catherine	(818) 484-1068	9800 Vesper Ave Unit 33	Panorama City	California	91402-1056	4	2 years
85 Beanes, Michael	(909) 753-2501	3327 Sterling Dr	Corona	California	92882-8662	2	5 years
86 Beck, Charles	(209) 479-1961	1360 Cypress Run Dr	Stockton	California	95209-4524	2	more than 5 years
87 Becker, Claudia	(707) 849-6049	198 Jack London Dr	Santa Rosa	California	95409-3553	2	5-10 years
88 Bell, Carlotta	(510) 209-3650	24625 Surrey Way	Hayward	California	94544-1134	2	5-10 years
89 Belluomini, Robert	(209) 815-3752	80874 Camino San Lucas	Indio	California	92203-7468	2	more than 20 years
90 Bennett, Kenneth	(951) 741-9926	2235 Bonita Ave	La Verne	California	91750-4914	1	3 years
91 Berger, Steven	(415) 847-4041	53 Gable Ct	San Rafael	California	94903-5202	2	11-15 years
92 Bettendorf, Jason	(805) 796-0839	15921 Feola Cir	Huntington Beach	California	92647-3124	2	more than 5 years
93 Birge, Joe	(909) 265-2011	20227 Cameo Rd	Apple Valley	California	92308-5138	3	11-15 years
94 Blackston, Erin	(509) 680-0975	21379 US Highway 18	Apple Valley	California	92307-3563	1	more than 5 years
95 Blommer, John	(714) 234-4101	22895 Hickory Hills Ave	Lake Forest	California	92630-2966	3	more than 5 years
96 Boles, Ashley	(559) 999-9517	2367 Hancock Dr	Fairfield	California	94533-1569	1	3 years
97 Bomactao, Mildred	(831) 206-6141	PO Box 524	Moss Landing	California	95039-0524	1	more than 5 years
98 Bonardi, Roberto	(858) 750-9955	1441 9th Ave Unit 711	San Diego	California	92101-8943	3	11-15 years
99 Bond, Haily	(424) 394-6713	625 Parkman Ave	Los Angeles	California	90026-3730	1	5-10 years
100 Boston, Ernest	(916) 709-2230	18 Rock Hill Ct	Sacramento	California	95833-1012	2	11-15 years
101 Bouie, Sandra	(916) 472-9022	2645 Church Ln Apt 113	San Pablo	California	94806-3254	1	1 year
102 Bowlin, John	(909) 994-1098	PO Box 33248	Riverside	California	92519-0248	2	11-15 years
103 Bracker, Dolores	(407) 371-2439	2021 Fillmore St Ste 1111	San Francisco	California	94115-2708	more than 5	11-15 years
104 Brackman, Roshelle	(949) 636-1034	5120 Lincoln Ave Apt 118	Cypress	California	90630-2980	4	less than 1 year

EXHIBIT A

	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
105	Bradbury, Denise	(760) 513-7436	1614 Salazar Way	Sacramento	California	95835-1733	more than 5	5 years
106	Braydon, Iris	(323) 972-2705	610 N Orlando Ave Apt 305	West Hollywood	California	90048-2157	1	5-10 years
107	Bridge, Susan	(661) 619-2848	7900 Animas Ct	Bakersfield	California	93309-7613	2	more than 20 years
108	Bridgeman, Katirise	(510) 943-8886	1755 Crestwood Ave	Manteca	California	95336-2876	3	3 years
109	Brock, Hannah	(916) 284-6948	2269 River Plaza Dr Apt 415	Sacramento	California	95833-3871	1	4 years
110	Brown, Dominick	(510) 570-0001	21201 Kittridge St Apt 10403	Woodland Hills	California	91303-5048	5	5-10 years
111	Bruce, Donna	(209) 985-0163	PO Box 118	Empire	California	95319-0118	5	16-20 years
112	Bruskin, Neil	(805) 698-5600	5390 Queen Ann Ln	Santa Barbara	California	93111-1141	4	16-20 years
113	Bryan, Kathy	(510) 381-7521	3342 Atwater Ave	Los Angeles	California	90039-2204	1	more than 5 years
114	Buchanan, Josephine	(562) 435-7188	PO Box 9719	Long Beach	California	90810-0719	1	5-10 years
115	Buila, Larry	(925) 963-1282	5833 Arlene Way	Livermore	California	94550-8145	1	more than 5 years
116	Burke, Dave	(415) 710-8536	460 San Bruno Ave	Brisbane	California	94005-1525	1	more than 5 years
117	Burks, Yolanda	(909) 957-5923	6775 Foley Rd	Hesperia	California	92344-8675	4	16-20 years
118	Bustillos, Joanne	(909) 490-1877	733 Gaillard St	La Verne	California	91750-3827	1	2 years
119	Bustos - Van Ranzow, Arabelle	(323) 219-0073	2039 Gates St	Los Angeles	California	90031-3107	3	16-20 years
120	Butler, Yvette	(818) 399-5449	17632 Delano St	Encino	California	91316-1218	1	more than 5 years
121	Butler, Yvonne	(818) 421-9648	17632 Delano St	Encino	California	91316-1218	1	more than 5 years
122	Cabe, Charles	(909) 732-6160	12924 Jamestown Ct	Chino	California	91710-3850	3	more than 20 years
123	Caceres, Kelli Rae	(773) 592-1791	1110 Esplanade Ave Apt 210	Pacific	California	94044-1314	2	1 year
124	Calandrino, Tonya	(916) 995-5162	9810 Maple Park Apt B	Live Oak	California	95953-2488	4	2 years
125	Calhoun, Alison	(714) 794-7983	5828 Elk River Rd	Eureka	California	95503-9619	2	more than 5 years
126	Calloway, Linda (Calloway, George)	(760) 508-8107	11624 Pepper Ln	Apple Valley	California	92308-8914	2	16-20 years
127	Campbell, Marilyn	(209) 402-5178	1663 Hemlock Dr	Los Banos	California	93635-6211	1	more than 5 years
128	Campbell, Sherry	(707) 628-5929	648 N Orchard Ave	Vacaville	California	95688-2146	3	more than 5 years
129	Campos, David	(916) 501-1223	546 Lupine Dr	Ione	California	95640-4545	2	16-20 years
130	Campos, Nicolas	(209) 715-3037	44526 15th St E Unit 10	Lancaster	California	93535-6323	more than 5	4 years
131	Carlson, John	(209) 986-0122	1255 Christine Ct	Manteca	California	95337-5101	more than 5	11-15 years
132	Carpenter, Ricky	(951) 541-4285	960 E Commonwealth Ave	San Jacinto	California	92583-6801	2	5-10 years
133	Carter, Lyndia	(818) 825-0675	12534 Inglewood Ave Apt 50	Hawthorne	California	90250-4241	1	16-20 years
134	Carter, Michael	(424) 522-2127	16049 L St Apt E	Mojave	California	93501-1699	3	2 years
135	Carter, Sabrina	(619) 992-6733	580 E H St Apt 141	Chula Vista	California	91910-7519	5	4 years
136	Case, Penny	(530) 906-1175	289 Bettencourt Dr	Roseville	California	95678-6047	2	16-20 years
137	Case, Shaun	(408) 482-8300	PO Box 1159	Nevada City	California	95959-1159	2	more than 5 years
138	Castro, Jose	(818) 232-1756	6417 Troost Ave Unit 4	North Hollywood	California	91606-2574	3	5-10 years
139	Cavanaugh, Lynn	(760) 567-0637	PO Box 772	Desert Hot Springs	California	92240-0772	2	5-10 years
140	Chambers, Mylia	(608) 338-5911	3343 Shamrock Pl	Merced	California	95340-1684	3	3 years
141	Chatman, Sandra	(626) 372-5556	945 Cynthia Ave	Pasadena	California	91107-1910	1	16-20 years
142	Chavez, Lisa	(760) 694-6959	20120 Serrano Rd Apt 1	Apple Valley	California	92307-2985	4	11-15 years
143	Chester, Latricia	(760) 525-1460	7067 Hawthorn Ave Apt 4	Hollywood	California	90028-6964	2	5-10 years
144	Chew, Bernadette	(650) 296-4329	2861 Duxbury Bay	Chico	California	95973-2128	2	more than 5 years
145	Chew, Constance	(650) 291-2098	81 Maywood Ave	Daly City	California	94015-3819	5	more than 5 years
146	Chiu, Andy	(510) 881-6094	4551 Carmen Way	Union City	California	94587-4831	1	5 years
147	Cholic, Phillip	(562) 966-4337	10345 Western Ave Apt 31	Downey	California	90241-2438	5	5-10 years
148	Cisneros, Victor (Portillo, Jose)	(310) 847-9560	2023 Astor Ct	Lancaster	California	93536-6719	more than 5	5-10 years
149	Clark Keyes, Emily (Keyes, Patrick)	(949) 742-1504	19 Southampton	Irvine	California	92620-3219	5	more than 5 years
150	Clayton, Penny	(909) 260-2874	4327 Nashotah	Claremont	California	91711-8309	4	more than 5 years
151	Coburn, Cari	(909) 230-8614	354 Springfield St	Claremont	California	91711-5258	3	more than 5 years
152	Coffman, Tracy	(909) 376-1661	13813 Salada Rd	La Mirada	California	90638-3733	1	more than 5 years
153	Cohan, Louis (Cohan, Scott)	(714) 401-2781	8592 Cypress Ave	Cypress	California	90630-2313	3	more than 5 years
154	Coleman, Julia	(909) 520-5111	6849 Kempster Ln	Fontana	California	92336-1538	3	11-15 years
155	Collins, Edward	(760) 212-5019	642 Sonoma St	San Marcos	California	92078-4250	2	16-20 years
156	Colocho, Robin	(213) 210-3005	2350 Hosp Way Unit 351	Carlsbad	California	92008-1228	4	more than 20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
157	Colombo, Rochelle	(209) 207-2069	547 Diane Ct	Lathrop	California	95330-9408	4	5-10 years
158	Cook, Jessica	(707) 530-4305	7295 Evergreen Dr	Kelseyville	California	95451-7022	1	3 years
159	Cooper, Robert	(310) 701-8016	PO Box 3240	Palos Verdes Peninsula	California	90274-9240	more than 5	more than 20 years
160	Coronado, Leticia	(559) 903-0567	2435 W Flint Way	Fresno	California	93705-2252	2	more than 20 years
161	Cortez, Robert	(619) 571-7819	7496 Yellow Jasmine Dr	Highland	California	92346-3862	2	11-15 years
162	Coston, Jammie	(951) 643-9848	6951 27th St	Riverside	California	92509-1529	1	more than 5 years
163	Covarrubias, Eileen	(626) 620-0678	1128 Knoll Dr Apt A	Monterey Park	California	91754-2555	2	2 years
164	Craddock, Jeffrey	(818) 621-1849	9445 Natick Ave	North Hills	California	91343-3425	2	more than 5 years
165	Cragin, Priscilla	(858) 243-4321	10267 Kerrigan St	Santee	California	92071-1270	2	more than 20 years
166	Craig, Gerald	(805) 888-9980	1121 Orcutt Rd Spc 32	San Luis Obispo	California	93401-4925	3	more than 5 years
167	Creer, Denise	(323) 791-4010	26518 Bay Ave	Moreno Valley	California	92555-3800	more than 5	5 years
168	Cressy, Jessica	(949) 573-8408	27481 Meadow Dr	Lake Arrowhead	California	92352	4	11-15 years
169	Cross, Malcolm	(805) 729-0423	PO Box 23523	Santa Barbara	California	93121-3523	4	more than 5 years
170	Cruz, Carlos	(562) 477-3067	3465 Edinburgh Ave Apt 1	Riverside	California	92507-3825	2	more than 5 years
171	Cutchen, Courtney	(530) 514-8772	1276 Stewart Ave Apt 4	Chico	California	95926-4737	1	1 year
172	Dahl, Jerry	(760) 577-4135	1147 Santa Fe Dr	Barstow	California	92311-2522	3	more than 5 years
173	Dameron, Kyle	(925) 939-9969	712 Bancroft Rd	Walnut Creek	California	94598-1531	2	16-20 years
174	Dangerfield, Aluis	(442) 800-4140	14918 Onyx Rd	Victorville	California	92394-9515	4	4 years
175	Davis, Tiffany	(510) 990-5629	2210 48th Ave	Oakland	California	94601-4723	1	more than 5 years
176	Day, Maurel	(951) 903-6856	5353 Yarmouth Ave Unit 301	Encino	California	91316-3112	3	2 years
177	De La Cruz, Crystol	(909) 647-5155	7862 Lankershim Ave Apt 226	Highland	California	92346-4037	5	less than 1 year
178	De Soto, Dita	(805) 290-6560	1157 Acadia Pl	Ventura	California	93003-5901	3	16-20 years
179	Decker, April I	(619) 396-1390	14519 Rios Canyon Rd	El Cajon	California	92021-2743	1	2 years
180	Degoursey, Richard (Degoursey, Ryan)	(619) 546-4639	3852 Mount Albertine Ave	San Diego	California	92111-3237	3	11-15 years
181	Delatorre, Gloria	(818) 669-0634	12030 Buckeye Ave	Sylmar	California	91342-5238	4	5-10 years
182	Denuit, Lindsey	(209) 479-3665	3718 S Merrimac Cir	Stockton	California	95219-3613	1	5-10 years
183	Dethro, Jenifer	(805) 705-8576	1062 Coast Village Rd Apt E2	Montecito	California	93108-0715	1	more than 5 years
184	Devlin, Thomas	(714) 699-6148	3667 Lincoln Ave	Clovis	California	93619-8958	more than 5	16-20 years
185	Diaz, Jesse	(909) 513-0992	29024 Rolando St	Lake Elsinore	California	92530-1727	more than 5	1 year
186	Dight, Judy	(360) 223-2110	387 Pippin Dr	Fallbrook	California	92028-3484	1	4 years
187	Dillard, Crystal	(760) 684-6803	13771 Ashmont St	Victorville	California	92392-0496	2	4 years
188	Dillihunt, Larrell	(323) 513-7442	PO Box 900013	Palmdale	California	93590-0013	1	more than 5 years
189	Dinkins, Ronald	(310) 429-9787	520 Colorado Ave Apt 408	Santa Monica	California	90401-2969	2	1 year
190	Diot, Sarah	(858) 382-1504	5411 Linda Vista Rd Apt 10	San Diego	California	92110-2473	1	more than 5 years
191	Diridoni, Jan	(650) 245-6337	368 Nimitz Ave	Redwood City	California	94061-3547	2	5 years
192	Dischner, Karli	(714) 325-4609	135 E Taft Ave	Orange	California	92865-4346	more than 5	5-10 years
193	Djuricic, Sophia (Mathes, Burnham)	(760) 696-0751	350 N El Camino Real Spc 17	Encinitas	California	92024-2820	2	5-10 years
194	Dominguez Provencio, Janet	(323) 793-2287	10036 Flower St Apt 1	Bellflower	California	90706-5431	5	more than 5 years
195	Dormand, Deborah	(909) 289-3163	PO Box 7244	Moreno Valley	California	92552-7244	1	11-15 years
196	Dornaus, Deanna	(707) 474-1912	160 Colton Pl	Crescent City	California	95531-8005	4	more than 5 years
197	Downer, Richard	(310) 897-0212	1767 Dixon St	Redondo Beach	California	90278-2822	1	4 years
198	Drake, Perkins	(310) 617-7367	535 W 4th St Apt 108	Long Beach	California	90802-2187	2	more than 20 years
199	Drouin, Darren	(818) 388-5757	22927 Rim Way	Tehachapi	California	93561-8218	4	more than 20 years
200	Dunn, Nancy	(714) 469-8098	17 Spicewood Way	Irvine	California	92612-2721	1	more than 20 years
201	Dunsmore, Mark	(619) 755-9492	1034 Darwin Pl	San Diego	California	92154-2402	1	11-15 years
202	Dunton, Linda	(562) 925-8706	9859 Potter St	Bellflower	California	90706-3104	4	16-20 years
203	Durkin, James	(951) 776-6003	2972 Quebec Dr	Riverside	California	92504-4240	2	3 years
204	Ebueng, Steven	(310) 782-4988	16435 Patina Ct	Chino Hills	California	91709-4631	4	5 years
205	Eklund, Will	(714) 356-1970	221 E Woodvale Ave	Orange	California	92865-2736	2	more than 20 years
206	Elgar, Maria	(323) 793-3996	2185 Station Village Way Apt 2415	San Diego	California	92108-6536	1	more than 5 years
207	Emling, Shari	(650) 941-7710	1114 Sussex Sq	Mountain View	California	94040-3242	1	more than 5 years
208	Emmons, Jennifer	(707) 815-9375	428 Reed Cir	Napa	California	94558-1904	2	16-20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
209	Enferadi, Karol	(925) 787-4844	6149 Broadway Ter	Oakland	California	94618-2015	1	more than 5 years
210	Engle, John	(760) 927-7939	7885 I Ave	Hesperia	California	92345-7065	2	5-10 years
211	Englund, Karl	(909) 744-4548	PO Box 5195	Sugarloaf	California	92386-0895	3	more than 5 years
212	Erhart, Cheryl	(805) 300-7101	PO Box 102	Somis	California	93066-0102	4	more than 5 years
213	Escalante, Susie	(916) 704-0136	5720 Abin Way	Sacramento	California	95823-7648	2	more than 5 years
214	Espinoza, Alisha	(626) 800-7571	1843 Connecticut St	West Covina	California	91792-2407	2	more than 5 years
215	Espinoza, Luis	(909) 231-7231	1196 W 9th St	Pomona	California	91766-2718	4	11-15 years
216	Espudo, Lori	(951) 232-1704	6077 Martinez Ave	Jurupa Valley	California	92509-6203	more than 5	more than 5 years
217	Estes, Mamie	(213) 393-5630	10519 S Van Ness Ave Apt 3	Inglewood	California	90303-1784	1	more than 20 years
218	Estrada, Maria	(626) 230-5206	11914 Liscomb St Apt A	El Monte	California	91732-2331	more than 5	5-10 years
219	Faapouli, Sano	(559) 801-9730	438 N Phillip Ave	Fresno	California	93727-3437	4	11-15 years
220	Fagin, Ronald	(408) 316-9895	112 Cherrystone Ct	Los Gatos	California	95032-3554	4	more than 20 years
221	Falcon, Marco	(310) 433-7427	7735 Midfield Ave	Los Angeles	California	90045-3235	3	more than 5 years
222	Farrell, Darla	(909) 240-6522	23721 Jayhawk Ln	Diamond Bar	California	91765-1125	5	more than 20 years
223	Fazio, Leslie (Fazio, John)	(619) 820-8460	1540 Cajon Greens Pl	El Cajon	California	92021-3263	4	more than 5 years
224	Fenster, Derek	(831) 588-4773	110 Lamanda Dr	Aptos	California	95003-5114	1	16-20 years
225	Fitzmorris, Shauna	(310) 346-9256	630 San Vicente Blvd Apt Q	Santa Monica	California	90402-1855	2	5-10 years
226	Flaxman, Kristin	(510) 410-1403	2516 Virginia Ave Apt B	Santa Monica	California	90404-5154	2	16-20 years
227	Flores, Annie	(415) 516-6912	420 Castro St	San Francisco	California	94114-2020	4	16-20 years
228	Fontanilla, Allan	(408) 731-0188	570 Saco Ter	Sunnyvale	California	94089-2172	4	5-10 years
229	Fontanilla, Jonathan	(916) 342-2407	1335 Pintail Way	Lincoln	California	95648-2482	1	more than 5 years
230	Ford, David	(714) 654-6550	14 Via Alonso	San Clemente	California	92673-7024	5	16-20 years
231	Foster Jr, Gary A	(310) 743-7376	458 Serrana Rd	Perris	California	92570-1900	2	11-15 years
232	Franzle, Linda	(760) 549-9021	PO Box 264	Lake Isabella	California	93240-0264	2	2 years
233	Frazier, Cynthia	(510) 318-4653	7011 Springridge Way	Elk Grove	California	95758-6323	1	more than 5 years
234	Friedeck, Mary	(951) 293-2327	2518 Azra Ct	Perris	California	92571-2576	3	more than 5 years
235	Frost, Shawna	(916) 663-7185	PO Box 1225	Soda Springs	California	95728-1225	1	1 year
236	Gabbard, Stephanie (Gabbard, Michael)	(858) 354-0722	15213 Molly Anne Ct	Valley Center	California	92082-6788	2	more than 5 years
237	Gallegos, Jose (Walters, Kristy)	(559) 724-1928	5588 E Swift Ave	Fresno	California	93727-7158	more than 5	5-10 years
238	Gallegos, Rubyg	(626) 590-6033	525 N 4th St Apt 118	Montebello	California	90640-3603	2	more than 5 years
239	Gamez, Diana	(661) 233-4309	18809 Willow St	Hesperia	California	92345-5506	2	2 years
240	Gannage, Robert	(805) 878-3419	PO Box 1898	Alascadero	California	93423-1898	3	more than 5 years
241	Garcia, Caroline	(619) 346-2575	12848 Mapleview St Apt 89	Lakeside	California	92040-2030	more than 5	11-15 years
242	Garcia, Esteban	(209) 831-0221	1425 Vlach Way	Modesto	California	95351-4240	5	3 years
243	Garcia, Luebutar	(951) 201-3355	14045 Parkwood Dr	Fontana	California	92337-0662	2	more than 20 years
244	Gardner, Magda	(714) 315-0515	7622 Katella Ave Apt 380	Stanton	California	90680-3171	1	more than 5 years
245	Gargano, Peter	(619) 517-5947	3974 1/2 Violet St	La Mesa	California	91941-7542	4	more than 20 years
246	Gates, Cleshonda	(310) 422-8351	219 N Santa Fe Ave	Compton	California	90221-2762	4	more than 5 years
247	Georges, Frederique	(510) 388-4808	1801 Shoreline Dr Apt 216	Alameda	California	94501-6082	1	16-20 years
248	Gerald, Tonya	(323) 533-3909	1564 Village Green Way	Beaumont	California	92223-3474	2	more than 5 years
249	Geske, Erlene	(707) 322-6941	2255 1st Ave	Napa	California	94558-3827	2	less than 1 year
250	Gianni, Brenda	(510) 410-8999	531 Santa Ynez	San Leandro	California	94579-1936	5	11-15 years
251	Gibbs, Nathan	(310) 748-4021	4184 2nd Ave	Los Angeles	California	90008-4042	2	3 years
252	Gibson, Terri	(623) 680-7439	13727 Oakmont Dr	Victorville	California	92395-4830	5	more than 5 years
253	Gifford, Amanda	(951) 775-0918	31895 Eaton Ln	Menifee	California	92584-3811	5	11-15 years
254	Gilbert, Megan (Elgin, Christian)	(805) 610-6121	7880 Cortez Ave	Alascadero	California	93422-5236	4	3 years
255	Gilley, Victoria	(661) 342-8153	2505 Kenwood Rd	Bakersfield	California	93306-3424	4	more than 5 years
256	Gilliland, Kelly	(619) 977-4704	7835 Nichols St	Lemon Grove	California	91945-4127	3	more than 20 years
257	Giorgi, Gregory	(916) 217-5812	9606 Soaring Oaks Dr	Elk Grove	California	95758-1022	2	16-20 years
258	Gironda, Alexandra (Gironda, Katherine)	(818) 421-1609	9936 Shoup Ave	Chatsworth	California	91311-2740	4	5-10 years
259	Giroux, Marc	(760) 484-1883	1831 Sheridan Way	San Marcos	California	92078-0930	4	more than 5 years
260	Golden, Chris	(619) 733-7424	1345 Cabrillo Park Dr Apt H5	Santa Ana	California	92701-3136	1	11-15 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
261	Golkov, Edie	(818) 943-6390	18322 Collins St Unit C	Tarzana	California	91356-2436	2	16-20 years
262	Goltra, Ryan	(714) 715-5434	5129 Lorelei Ave	Lakewood	California	90712-2738	5	11-15 years
263	Gomez, Jeralene	(805) 588-7638	3028 Erica Ave	Rosamond	California	93560-6775	5	more than 20 years
264	Gonzalez, Mario	(310) 780-3638	10606 S Truro Ave	Inglewood	California	90304-1809	more than 5	more than 20 years
265	Gonzales, Enedina	(209) 424-2058	4024 McHenry Ave Spc 147	Modesto	California	95356-1559	2	1 year
266	Gonzalez, Jaime	(805) 844-4052	621 Teresa St	Oxnard	California	93030-7614	4	5-10 years
267	Gordon, Robin	(818) 317-2397	PO Box 261713	Encino	California	91426-1713	3	more than 5 years
268	Gorham, Mark	(661) 609-4818	1857 Coral Ct	Palmdale	California	93550-7372	2	5-10 years
269	Gosai, Kiran	(805) 750-9876	2749 Rocky Point Ct	Thousand Oaks	California	91362-4943	2	5-10 years
270	Govea, Jessica	(818) 269-3631	11920 Chandler Blvd Apt 111	Valley Village	California	91607-2127	3	more than 5 years
271	Graham, Lisa	(831) 316-2881	3135 Castle Rock Loop	Discovery Bay	California	94505-1859	2	5 years
272	Graves, Dianna	(707) 373-0631	319 Pepper Dr	Vallejo	California	94589-2116	2	more than 5 years
273	Greene, Shaunda	(310) 488-1109	14121 Travers Dr	Moreno Valley	California	92553-6735	2	more than 20 years
274	Grela, Sharon	(760) 605-3727	12819 Sierra Creek Rd	Victorville	California	92395-9139	2	more than 5 years
275	Griffith, Eugene	(559) 960-1333	336 E Alluvial Ave Spc 321	Fresno	California	93720-2456	3	4 years
276	Guillen, Catherine	(760) 501-6772	72428 Sunnyslope Dr	Twentynine Palms	California	92277-2140	2	2 years
277	Guillen, Georganne	(760) 960-7010	727 Beale Ave	Holtville	California	92250-1401	5	1 year
278	Gutierrez, Tawny	(760) 885-2651	16306 Vine St	Hesperia	California	92345-3161	4	more than 20 years
279	Gutierrez, Thomas	(818) 300-5844	1646 S Barrington Ave	Los Angeles	California	90025-4066	2	more than 5 years
280	Guzman, Robert	(626) 416-7834	313 La Paloma St	Redlands	California	92373-6013	3	less than 1 year
281	Hackett, Stephen	(951) 213-7739	51905 Avenida Bermudas	La Quinta	California	92253-3191	1	more than 5 years
282	Halabuk, Daniel	(760) 415-2654	7607 Romeria St	Carlsbad	California	92009-8348	3	16-20 years
283	Halfhill-Micotto, Tonya	(760) 413-7994	3681 E Vivian Cir	Palm Springs	California	92262-5437	more than 5	5-10 years
284	Hammon, Janelle	(925) 822-7980	3724 Parkway Ct	Concord	California	94519-1507	more than 5	more than 5 years
285	Hammond, Irma	(562) 652-1986	PO Box 11163	Torrance	California	90510-1163	2	16-20 years
286	Hankins, Mark	(628) 219-9500	88 Howard St Apt 2001	San Francisco	California	94105-1653	2	1 year
287	Hanson, Kelley	(949) 525-2727	22365 El Toro Rd # 259	Lake Forest	California	92630-5053	1	more than 5 years
288	Harper, Johnny	(510) 381-5363	2173 Burton Ave	Pittsburg	California	94565-4719	1	5-10 years
289	Harris, Lindsey	(916) 790-0063	5911 Spring Glen Dr	Fair Oaks	California	95628-2729	3	more than 5 years
290	Hart, Caryn	(858) 868-1089	321 Ocean View Ave	Encinitas	California	92024-2625	2	more than 20 years
291	Hayden, Kathleen	(707) 830-2036	3630 Country Club Dr	Lucerne	California	95458-8591	4	2 years
292	Hazard, Brandon (Hazard, Linda)	(909) 320-9608	15637 Aerostar Ct	Fontana	California	92336-4172	2	5-10 years
293	Hedderger, Marjorie (Hedderger, Harold)	(707) 616-4268	PO Box 826	Willow Creek	California	95573-0826	3	16-20 years
294	Henderson, Brandalyn	(925) 497-9670	4100 Camanche Pkwy N Apt 3	Ione	California	95640-9635	3	1 year
295	Hernandez, Angelina	(805) 589-8164	345 La Canada Ave	Oxnard	California	93033-6236	1	4 years
296	Hernandez, David	(831) 801-6147	6699 Camp Verde Way	Sacramento	California	95828-1420	1	more than 5 years
297	Hernandez, Ruthie	(818) 518-4679	13018 Woodcock Ave	Sylmar	California	91342-3821	1	more than 5 years
298	Higashi, Lindsay (Higashi, Meredith)	(206) 550-5286	1549 Ramsgate Way	San Jose	California	95127-4647	2	more than 5 years
299	Hill, George	(424) 298-5331	3919 1/2 W 23rd St	Los Angeles	California	90018-1082	more than 5	4 years
300	Hilliard, Connie	(209) 496-4937	209 Becky Way	Waterford	California	95386-9483	3	4 years
301	Himura, Isamu	(323) 561-7883	905 Irolo St	Los Angeles	California	90006-1306	1	3 years
302	Hinz, Markus	(530) 649-0932	3489 Sun Ave	Marysville	California	95901-9737	2	less than 1 year
303	Hiraga, Janet	(415) 912-6600	75 Dore St Apt 314	San Francisco	California	94103-3894	2	3 years
304	Hoey, Suzanne	(813) 294-2068	421 Bernard St Apt 210	Costa Mesa	California	92627-5751	5	5-10 years
305	Holder, Cynthia	(619) 867-2761	PO Box 1272	Bonita	California	91908-1272	1	more than 20 years
306	Holm, Tina	(909) 856-5099	2121 Lear Ave	Twentynine Palms	California	92277-9628	1	more than 5 years
307	Holmes-Gaines, Leenetta	(510) 913-4638	2028 Linden St Apt A	Oakland	California	94607-2939	3	more than 5 years
308	Hom, Tony	(415) 794-1688	61 Allison St	San Francisco	California	94112-3701	3	4 years
309	Housley, Aimee	(714) 345-9182	5825 E Creekside Ave Unit 13	Orange	California	92869-3170	2	11-15 years
310	Howard, Damekia	(559) 977-0664	4120 N Blythe Ave Apt 216	Fresno	California	93722-6398	2	3 years
311	Hulsey, Danny	(559) 972-4595	3723 S Haney Ave	Reedley	California	93654-9737	4	11-15 years
312	Huston, Pamela (Cochran, James)	(209) 275-8393	4920 Faith Home Rd Spc 103	Ceres	California	95307-9731	2	more than 5 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
313	Ifikehyan, Armen	(818) 439-1202	1112 Linden Ave Apt 201	Glendale	California	91201-3381	5	more than 20 years
314	Ili, Glen	(626) 641-0763	13524 Treasure Way	Chino Hills	California	91709-1278	4	more than 5 years
315	Ille, Dorothy	(650) 630-2191	385 Willow Rd	Mentlo Park	California	94025-2713	1	more than 5 years
316	Illman, Laurence	(818) 968-0519	6130 Nevada Ave Apt E215	Woodland Hills	California	91367-3433	1	more than 20 years
317	Irizarry, Corinne (Smoot, Elizabeth)	(808) 692-0136	1010 N Crescent Heights Blvd Apt 4	West Hollywood	California	90046-6040	2	more than 5 years
318	Irizarry, Sabrina	(661) 709-6569	1509 Borel St	Delano	California	93215-1819	more than 5	3 years
319	Isherwood, Robert	(209) 242-6344	1659 Ishi Goto St	Stockton	California	95206-5604	2	more than 5 years
320	Jackson, Lotes	(661) 448-6287	2000 Feliz Dr	Bakersfield	California	93307-3527	1	2 years
321	Jackson, Toni	(213) 364-1348	PO Box 43981	Los Angeles	California	90043-0981	1	more than 5 years
322	Jay, Nichole	(916) 430-2404	2424 Edwards St	Marysville	California	95901-3417	more than 5	more than 5 years
323	Jeffers, Akimbi	(714) 874-0010	10780 Elm Cir	Stanton	California	90680-3043	5	1 year
324	Jenison, Mary	(209) 617-3130	2240 Golden Oak Ln Spt 11	Merced	California	95341-4355	1	more than 5 years
325	Jensen, Dana	(408) 390-3262	2148 Gullane Way	Gilroy	California	95020-3084	3	more than 5 years
326	Jepsen, Rose	(760) 486-0768	21235 Geronimo Rd	Apple Valley	California	92308-7039	1	11-15 years
327	Jimenez, Vincent	(619) 622-0630	PO Box 556	Crestline	California	92325-0556	2	5 years
328	Johnson Nicholas, Melissa	(323) 804-3467	230 Las Rendas Dr	Fullerton	California	92835-1340	1	more than 5 years
329	Johnson, Cathy (Johnson, Kenneth)	(909) 374-8924	709 Via Los Santos	San Dimas	California	91773-3156	5	more than 20 years
330	Johnson, John	(530) 591-7446	3137 Claremont Dr	Oroville	California	95966-6843	4	more than 5 years
331	Johnson, Jordane	(310) 365-1459	6927 White Ave	Long Beach	California	90805-1350	2	16-20 years
332	Johnson, Nivea	(916) 254-7015	3525 Whitney Ave Apt 16	Sacramento	California	95821-3154	more than 5	3 years
333	Jones, Adetra	(909) 266-4566	2420 Christine St	San Bernardino	California	92407-2271	more than 5	16-20 years
334	Jones, Jessica	(317) 502-6025	13113 Johnson Rd	Lake Hughes	California	93532-1510	2	more than 5 years
335	Jones, Craig	(916) 600-9562	9100 Promontory Way	Fair Oaks	California	95628-4129	2	more than 5 years
336	Jones, Raymond	(916) 759-4422	606 Downey Ave Apt 4	Modesto	California	95354-1348	2	more than 5 years
337	Joubert, Adrienne	(951) 741-5178	11101 Venus Ct	Jurupa Valley	California	91752-2154	3	more than 5 years
338	Joyce, Lisa	(951) 323-0371	PO Box 985	Skyforest	California	92385-0985	1	5 years
339	Joyner, Jovon	(310) 713-5336	2911 W 141st Pl Apt 5	Gardena	California	90249-2745	3	1 year
340	Junod, Deborah	(805) 660-0294	525 Foothill Rd	Ojai	California	93023-2428	5	more than 20 years
341	Jurado, Carolina	(559) 707-2896	2260 W Heather Ln	Hanford	California	93230-8987	1	more than 5 years
342	Kahan, Howard	(562) 242-9797	811 Mariposa St	La Habra	California	90631-6308	2	5-10 years
343	Kalb, Nikki (Lambert, James)	(925) 206-5766	1073 Klemeyer Cir	Stockton	California	95206-5207	3	5-10 years
344	Kalleward, Curtis	(269) 744-1788	14955 Dickens St Apt 101	Sherman Oaks	California	91403-3425	1	more than 5 years
345	Kasuba, Loretta	(530) 632-7685	1000 Lincoln Rd Ste 351	Yuba City	California	95991-6598	2	16-20 years
346	Kaukani, Charlotte	(951) 205-0424	10159 Victoria Ave	Riverside	California	92503-6148	3	more than 20 years
347	Kelsey, Madeleine	(310) 310-1716	21050 Kittridge St Apt 123	Canoga Park	California	91303-4810	3	3 years
348	Keyes, Neal	(559) 930-7004	6881 E Saginaw Way	Fresno	California	93727-0828	5	4 years
349	Khemo, Arsho (Kevork Khemo, Kevham)	(714) 390-6668	13943 La Jolla Plz	Garden Grove	California	92844-2979	2	3 years
350	Kim, Leonard (Kim, William)	(818) 279-3160	2743 Hermosa Ave # A	Montrose	California	91020-1704	4	more than 20 years
351	Kim, Samuel (Kim, Pauline)	(510) 648-7694	41523 Beatrice St	Fremont	California	94539-4536	more than 5	11-15 years
352	King, David	(703) 975-1051	1286 University Ave	San Diego	California	92103-3312	2	less than 1 year
353	King, Kathleen	(925) 787-4787	262 S Overlook Dr	San Ramon	California	94582-4538	2	more than 5 years
354	Kinser, Raymond	(209) 480-9278	PO Box 4779	Modesto	California	95352-4779	more than 5	more than 20 years
355	Kleman, Lisa	(808) 824-1193	1550 Valley Glen Dr Apt 513	Dixon	California	95620-4866	2	5-10 years
356	Krieger, Arthur	(310) 621-3239	10514 Cheviot Dr	Los Angeles	California	90064-4338	2	more than 5 years
357	Kubit, David	(949) 246-7575	5442 Catowba Ln	Irvine	California	92603-3534	more than 5	more than 5 years
358	Kurtilla, Anne	(650) 515-5139	220 Ramona Ave	Pacific	California	94044-3046	4	16-20 years
359	Labajo, Christina	(909) 238-9835	2986 E Arbor Ln	Ontario	California	91762-7217	more than 5	more than 5 years
360	Lafon, Cesar	(661) 904-4090	15653 Vintage St	North Hills	California	91343-1537	1	16-20 years
361	Lamboy, Joy	(925) 207-4207	2604B Jones Rd	Walnut Creek	California	94597-2822	2	more than 5 years
362	Landers, Shana	(213) 924-1278	13707 S Budlong Ave Unit 106	Gardena	California	90247-2072	2	more than 5 years
363	Larimer, Darylin	(209) 814-8332	305 Butte Way	Tracy	California	95376-4838	2	11-15 years
364	Lau, Jacob	(562) 537-0972	10665 Ellen St	El Monte	California	91731-1205	2	2 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
365	Lavalais, Jazzma	(562) 754-3401	9651 Cholla Dr	Desert Hot Springs	California	92240-1500	4	2 years
366	Lawrence, Gregory	(415) 215-4310	39000 Highway 128	Cloverdale	California	95425-9421	2	more than 5 years
367	Lawry, Alicia	(530) 249-7269	472-880 Adele Ct	Susanville	California	96130-9707	4	more than 5 years
368	Lawson, Kermit	(310) 343-3583	4941 Parkglen Ave	View Park	California	90043-1034	1	16-20 years
369	Lawson, Matt	(949) 400-5450	PO Box 5245	Laguna Beach	California	92652-5245	2	5-10 years
370	Lee, Ming	(626) 703-7666	20949 Quail Run Dr	Walnut	California	91789-4069	1	1 year
371	Lerma, Manuel	(408) 636-3484	6612 Camphor Ct	Bakersfield	California	93313-4185	3	more than 5 years
372	Lew, Gwendolyn	(818) 606-2811	2320 E Lingard St	Lancaster	California	93535-1789	2	5 years
373	Lewis, Steve	(562) 756-6970	5601 Campo Walk	Long Beach	California	90803-3948	2	more than 5 years
374	Lindenbaum, Mitchell	(818) 390-0818	590 W Mariposa Dr	Rialto	California	92376-3205	3	11-15 years
375	Linderholm, Vicky	(530) 368-5017	680 Dorothy Way	Auburn	California	95603-3863	2	5-10 years
376	Lipson, Sandra	(303) 993-9002	13630 Alderwood Ln Apt 77F	Seal Beach	California	90740-3959	1	more than 5 years
377	Litz, Alanna	(916) 532-4726	1918 6th St	Sacramento	California	95811-7058	1	5 years
378	Livesay, Missy	(661) 717-5628	2424 Ocean St Apt 2	Ocean	California	93445-8932	3	1 year
379	Livingston, Terri	(559) 730-4471	3811 E Feemster Ave	Visalia	California	93292-9229	1	2 years
380	Locken, Lars	(707) 249-8000	575 Lincoln Ave Ste 308	Napa	California	94558-3631	4	more than 5 years
381	Logan, Frederick	(619) 417-5313	7854 Cowles Mountain Pl	San Diego	California	92119-3001	3	more than 5 years
382	Lopez Jr, Raymundo	(714) 319-8259	12342 Hoggan Ave	Garden Grove	California	92840-3842	more than 5	more than 5 years
383	Lopez, Celina	(650) 380-9003	101 Cortez Ave Apt A	Half Moon Bay	California	94019-5304	1	11-15 years
384	Lopez, Erlinda	(619) 886-0648	9570 Via Zapador Apt 303	Santee	California	92071-4158	5	more than 5 years
385	Lopez, Linda	(951) 333-0398	28688 Lexington Way	Moreno Valley	California	92555-8404	3	5-10 years
386	Lopez, Petra	(916) 628-8172	275 Russell Ave	Susanville	California	96130-4217	4	2 years
387	Lozano, Jaime	(562) 299-3405	1201 Liberty St Apt 23	El Cerrito	California	94530-2339	3	more than 5 years
388	Ly, David	(510) 316-7543	911 MacArthur Blvd	Oakland	California	94610-3826	4	4 years
389	Lyman, Diana	(209) 471-8341	1917 Winding Oak St	Lodi	California	95242-4466	3	more than 5 years
390	Lyons, John	(319) 360-6913	1801 Marshall Rd Apt 508	Vacaville	California	95687-5962	1	more than 5 years
391	Mabie, Lynne (Virgen, Raymond)	(209) 573-1011	1800 Debonaire Dr	Modesto	California	95350-2606	2	more than 5 years
392	Mack, Javon	(213) 321-4550	10208 Cartagena Dr	Moreno Valley	California	92557-9021	more than 5	5-10 years
393	Mackay, Robert	(310) 734-9119	9668 Milliken Ave Ste 104244	Rancho Cucamonga	California	91730-6137	4	5-10 years
394	Magnusson, Robert	(909) 319-0333	9493 Alder St	Rancho Cucamonga	California	91730-1344	2	more than 5 years
395	Malfavon, Maribel	(707) 272-9276	721 S Oak St	Ukiah	California	95482-5407	5	2 years
396	Mancera, Cayetano	(661) 618-4266	43011 Yew St	Lancaster	California	93536-4868	more than 5	5-10 years
397	Manning, Hannah (Mascarenas, Cleo)	(626) 607-7953	28367 Sand Canyon Rd Spt 19	Canyon Country	California	91387-5372	2	more than 5 years
398	Manuel, Denise	(310) 365-6362	8916 S St Andrews Pl	Los Angeles	California	90047-3546	2	11-15 years
399	Marcus, Cindy	(805) 451-4040	1187 Coast Village Rd # 1-438	Santa Barbara	California	93108-2737	1	more than 20 years
400	Marine, Leslie	(951) 775-6143	41476 Yankee Run Ct	Temecula	California	92591-1530	3	16-20 years
401	Marino, Cynthia	(909) 896-8132	3 Greenleaf Pl	Pomona	California	91766-6609	4	2 years
402	Marker, Pamela	(530) 304-3831	304 El Capitan Dr	Woodland	California	95695-5854	2	more than 5 years
403	Marks, Charlotte	(916) 708-8848	530 Carroll Ave	Sacramento	California	95838-4241	5	11-15 years
404	Marquez, Christian	(951) 751-0738	4475 Merrimac Ct	Riverside	California	92503-2647	2	5-10 years
405	Marquez, Gina (Marquez, Gina)	(951) 751-9481	11370 Churchill Dr	Riverside	California	92503-5149	3	more than 5 years
406	Marquez, Jennifer	(831) 737-7289	201 Graf Rd	Hollister	California	95023-3235	3	more than 20 years
407	Martin, Robyn	(775) 537-3275	2161 Bidwell Ave	Chico	California	95926-9609	2	5-10 years
408	Martinez, Danielle	(562) 233-7159	1940 Molino Ave	Signal Hill	California	90755-1010	2	1 year
409	Martinez, Eva	(562) 299-3043	10945 Persimmon Ln	Fontana	California	92337-6892	4	11-15 years
410	Massey, Kali	(310) 713-9785	10929 S Western Ave	Los Angeles	California	90047-4634	2	1 year
411	Matamoros, Kaeneau	(562) 507-8109	9220 Stewart and Gray Rd Apt 8	Downey	California	90241-5380	1	1 year
412	Mazzella, Yolanda	(909) 855-3316	1365 Crafton Ave Apt 2038	Mentone	California	92359-1339	more than 5	more than 5 years
413	McAllister, Sean	(310) 345-1772	15433 S Catalina Ave	Gardena	California	90247-4026	1	less than 1 year
414	McCarthy, Lori	(619) 909-6891	12153 Eastbourne Rd	San Diego	California	92128-3717	more than 5	16-20 years
415	McCollum, Chad	(310) 991-3523	535 W Lester Ave	Clovis	California	93619-0425	3	16-20 years
416	McDermas, Constantine	(818) 371-3700	10230 Vanalden Ave	Northridge	California	91324-1239	2	5-10 years

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	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
417	McGrath, Theresa (Mota, Marshall)	(951) 722-0508	PO Box 985	Winchester	California	92596-0985	4	more than 5 years
418	McMillon, Edward	(323) 821-6815	6612 Arlington Ave	Los Angeles	California	90043-4534	4	16-20 years
419	Medina, Mallory	(559) 417-5957	5862 W Millbrae Ave	Fresno	California	93722-8815	2	11-15 years
420	Medrano, David	(714) 501-7269	2229 W La Verne Ave	Santa Ana	California	92704-3509	5	more than 5 years
421	Meeks, Michelle	(323) 422-3605	3813 W 54th St	Los Angeles	California	90043-2265	1	5-10 years
422	Mejia, Zoe	(951) 216-0220	PO Box 3020	Idyllwild	California	92549-3020	4	more than 5 years
423	Mendez, Esther	(858) 405-9312	30184 Goldenrain Dr	Menifee	California	92584-3727	4	2 years
424	Mendez, Veronica	(661) 912-9628	2616 Echo Ave	Bakersfield	California	93304-4824	4	11-15 years
425	Mercier, Carol	(909) 801-1165	31 Price St	Redlands	California	92373-4433	1	more than 5 years
426	Mercuri, Lia	(815) 540-3136	24323 Jackson Ave Apt 634	Murrieta	California	92562-7904	5	more than 5 years
427	Millie, Christine	(530) 806-5764	2315 Heryford Ln	Redding	California	96001-4513	1	more than 5 years
428	Miller, Lupe	(209) 404-9562	3409 Northumberland Dr	Modesto	California	95350-1450	more than 5	more than 5 years
429	Miller, Deborah	(714) 401-1180	10550 Western Ave Spc 124	Stanton	California	90680-6900	3	more than 20 years
430	Miller, Louis	(415) 577-4898	12227 Red Dog Rd	Nevada City	California	95959-9564	1	1 year
431	Miller, Scott	(602) 315-3257	18655 Manor Dr	Jamestown	California	95327-9441	4	2 years
432	Mills, Jeffrey	(925) 200-4530	29581 Crown Crk	Laguna Niguel	California	92677-7801	3	more than 5 years
433	Mirgan, Heidi	(707) 480-9336	2152 Coldwater St	Yuba City	California	95991-8456	2	11-15 years
434	Montes, Yvonne	(909) 618-3561	15340 Duke Ave	Chino Hills	California	91709-2873	3	more than 20 years
435	Moon, Catherine	(949) 500-0379	20122 Santa Ana Ave Apt 9C	Newport Beach	California	92660-1360	3	11-15 years
436	Moralez, Angelica	(530) 685-8566	1245 W Sycamore St Apt 110	Willows	California	95988-2670	5	4 years
437	Morgan, Andrew	(831) 331-5542	310 Sycamore Dr	Buellton	California	93427-6811	3	16-20 years
438	Morgan, Matrika	(760) 646-5350	13984 Topmast Dr Ste 3022	Helendale	California	92342-7844	4	2 years
439	Morris McCain, Janet (Morris, Clara)	(510) 914-0951	738 Red Barn Pl	Lathrop	California	95330-8975	more than 5	more than 20 years
440	Morris, Rita	(805) 795-0781	2181 N Tracy Blvd # 171	Tracy	California	95376-2424	1	more than 20 years
441	Morton, Julie	(925) 437-3569	6500 Shy Fox Ln	Coulterville	California	95311-9592	2	more than 5 years
442	Mosea, Philip A	(530) 400-7039	6055 Ellerslee Dr	Carmichael	California	95608-0469	2	3 years
443	Mosier, Dakota	(530) 591-9877	4061 County Road N	Orland	California	95963-9703	1	3 years
444	Moss, Stacy	(317) 691-7959	401 Westacre Rd Apt 68	West Sacramento	California	95691-2686	3	more than 5 years
445	Moya, Alma	(951) 235-4815	3774 McKinley St	Riverside	California	92506-2625	4	more than 5 years
446	Mun, Ryan	(808) 734-6514	420 Richmond Dr Apt 4	Millbrae	California	94030-1636	1	more than 5 years
447	Murphy, Paula	(661) 810-8109	22608 Paddock St	Tehachapi	California	93561-8024	more than 5	more than 5 years
448	Murty, Sean	(562) 745-8286	719 Mount Whitney Cir	Corona	California	92879-5970	1	16-20 years
449	Napoli, Marisa (Napoli, Domenico)	(310) 702-1707	1117 W 16th St	San Pedro	California	90731-3829	2	5-10 years
450	Narvaez, Tonya	(949) 697-7937	693 6th Ave	San Francisco	California	94118-3804	1	16-20 years
451	Naylor Everard, Brandy	(760) 705-6403	16114 Oak Springs Dr	Ramona	California	92065-4219	4	more than 5 years
452	Nelson, Jill	(858) 414-8547	4349 Figwood Way	Sacramento	California	95864-0819	3	5-10 years
453	Nera, Kristine	(707) 319-9548	790 Wellfleet Dr	Vallejo	California	94591-7221	4	more than 5 years
454	Neubert, Paul	(442) 888-4383	3334 Graybar Ct	Oceanside	California	92056-3267	3	5-10 years
455	Newman, Alicia	(310) 462-7772	1225 Samra Ave	Lancaster	California	93535-4855	2	16-20 years
456	Newman, Phillip	(310) 415-6947	1225 Samra Ave	Lancaster	California	93535-4855	3	11-15 years
457	Newton, Rachael	(916) 591-3007	3241 Nodyke Dr	Sacramento	California	95833-1233	2	5-10 years
458	Newton, Tanya M	(323) 493-3800	526 E Queen St Unit 4	Ingleswood	California	90301-4823	4	11-15 years
459	Nguyen, Huyen	(916) 284-4791	7606 Tierra Lawn Ct	Sacramento	California	95828-2318	4	more than 5 years
460	Niedzwiecki, Pam	(424) 245-9660	5 Kempton Ln	Ladera Ranch	California	92694-0226	5	more than 5 years
461	Noe-Griego, Danielle	(619) 778-2218	8872 Sovereign Rd	San Diego	California	92123-2224	3	16-20 years
462	Nortega, Carlos	(909) 972-5087	2575 E Date Palm Paseo Apt 3079	Ontario	California	91764-7662	1	11-15 years
463	O'Hare, Laurie	(760) 881-7188	7818 Oak Hill Rd	Oak Hills	California	92344-0614	3	more than 5 years
464	O'Neal, Bridget	(510) 381-0446	1520 26th Ave	Oakland	California	94601-1620	1	more than 5 years
465	Ochoa, Gloria	(626) 433-7908	15582 Sharon Ct	Fontana	California	92336-5743	5	11-15 years
466	Ogden, Mark	(916) 412-2208	2543 Rhine Way	Elverta	California	95626-9765	2	5-10 years
467	Ojo, Cindy	(310) 339-1994	PO Box 83442	Los Angeles	California	90083-0442	4	more than 20 years
468	Oliver, Marian	(619) 733-6010	15935 Spring Oaks Rd Spc 60	El Cajon	California	92021-2685	4	more than 20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
469	Olsen, Lindsey	(415) 722-9822	737 Post St Apt 1511	San Francisco	California	94109-0505	3	3 years
470	Olson, Kathryn (Olson, Kenneth)	(916) 206-3452	6515 Clara Way # 25	North Highlands	California	95660-4003	3	more than 5 years
471	Ontiveros, Bernadette	(209) 401-5678	1744 Kemp Ct	Stockton	California	95205-7787	5	more than 5 years
472	Orozco, David	(916) 704-1357	PO Box 281	Calpine	California	96124-0281	more than 5	11-15 years
473	Ortega, Elizabeth	(831) 818-6458	79 Alta Dr	La Selva Beach	California	95076-1600	3	more than 5 years
474	Ortega, Veronica	(951) 463-3309	956 W Crestview St	Corona	California	92882-4020	2	5-10 years
475	Osborne, Jason	(951) 427-7067	8600 Sylvan Dr	Riverside	California	92503-7815	4	4 years
476	Oshatz, Donna	(818) 903-7517	852 Ravensbury St	Lake Sherwood	California	91361-5150	4	5-10 years
477	Pacheco, Maryjessie	(559) 762-1489	905 Gardner Ave	Corcoran	California	93212-2412	3	2 years
478	Padilla, Lia	(323) 559-4831	6513 Hannon St	Bell Gardens	California	90201-1907	1	less than 1 year
479	Pagel, Amanda	(925) 822-7278	512 Aster St	Vacaville	California	95688-9054	2	more than 5 years
480	Palmer, Alexander	(510) 712-3835	718 Castle Oaks Dr	Stockton	California	95210-2025	1	4 years
481	Pariso, Sarah	(805) 698-4865	3857 Minerva Ave	Los Angeles	California	90066-4022	1	more than 5 years
482	Parks, David	(310) 893-4613	8767 Hooper Ave	Los Angeles	California	90002-1148	1	2 years
483	Parsell, Jodi	(661) 478-5530	PO Box 721351	Pinon Hills	California	92372-1351	1	more than 5 years
484	Pasalich, Cheryl	(916) 838-7766	18792 Shelter Oaks Ln	Cottonwood	California	96022-9593	2	more than 5 years
485	Patience, Catherine	(949) 683-0332	27832 Trellis Way	Laguna Niguel	California	92677-3769	4	more than 5 years
486	Patterson, Jennifer	(530) 277-8575	11198 Squirrel Creek Rd	Grass Valley	California	95945-6017	3	more than 20 years
487	Pavicek, Mark	(209) 642-6328	713 Howard St	Lodi	California	95242-2432	2	more than 5 years
488	Payne, Alexa	(949) 463-4205	7725 Gateway	Irvine	California	92618-1599	1	4 years
489	Pederson, Jason	(406) 531-3133	28 Edgemar St	Daly City	California	94014-1332	2	16-20 years
490	Pena, Aarian	(818) 809-6830	13834 Lyle St	Sylmar	California	91342-2207	3	more than 5 years
491	Pena, Michelle	(415) 310-4210	1900 Maine Ave	Richmond	California	94804-2649	3	more than 5 years
492	Pence, Adam	(530) 640-2006	737-860 Tulead Rd	Ravendale	California	96123-9623	3	5-10 years
493	Peskett, Sharon	(818) 312-6690	3952 Los Olivos Ln	La Crescenta	California	91214-1628	2	16-20 years
494	Peterson, Deanthony	(470) 418-6137	2803 Korink Ave	San Diego	California	92111-5721	4	3 years
495	Pierce, Ronald	(559) 731-9839	36633 Hawthorne Ln	Squaw Valley	California	93675-9741	1	2 years
496	Pierce, Thomas	(831) 235-2326	114 La Mesa Dr	Salinas	California	93901-2916	5	more than 5 years
497	Pierre, Ricky	(707) 980-1001	117 Morningside Ave	Vallejo	California	94590-4621	2	more than 5 years
498	Pierson, Rachel	(347) 585-7949	17041 Broken Pine Rd	Sonoma	California	95370-9507	4	more than 5 years
499	Pimentel, Diego	(661) 709-6846	419 Dunkirk Ct	Bakersfield	California	93312-4377	2	5-10 years
500	Pineda, Alberto	(831) 254-9635	1034 Freedom Blvd Apt B	Watsonville	California	95076-3202	5	more than 5 years
501	Piscopo, Graham	(714) 296-7161	315 Emerald Way	Placentia	California	92870-4521	2	11-15 years
502	Pitman, Andrea	(951) 454-7319	PO Box 292891	Phelan	California	92329-2891	4	5-10 years
503	Ponce, Yolanda	(323) 804-1257	182 E Columbia Ave	Pomona	California	91767-3830	4	4 years
504	Power, John (Rappaport-Power, Ruth)	(619) 846-9366	3730 Poe St	San Diego	California	92107-2724	5	more than 5 years
505	Powers, Dana (Powers, Mark)	(951) 870-8410	7717 Walnut Grove Ave	Eastvale	California	92880-8526	3	more than 5 years
506	Powers, Marcella	(951) 809-2985	22412 De Berry St	Grand Terrace	California	92313-5483	1	more than 5 years
507	Prasad, Ranjuna	(415) 691-5905	2866 Gulf Dr	Fairfield	California	94533-1423	1	more than 5 years
508	Prescott, Steven	(831) 345-1018	613 Rodriguez St Apt B	Santa Cruz	California	95062-1614	1	more than 5 years
509	Purciel, Thomas	(530) 503-5228	3280 Frank Bailey Ln	Placerville	California	95667-9543	3	5-10 years
510	Quadros-Tamez, Laurie	(909) 816-5583	2825 Escondido Cir	Camino	California	95709-9111	3	more than 5 years
511	Quillin, Renee	(831) 566-1372	902 Lazarine Ct	Turlock	California	95380-3074	2	more than 5 years
512	Quinday, Stacey	(209) 639-6555	9707 Dublin Ct	Stockton	California	95209-5105	3	more than 5 years
513	Quinones, Milton	(323) 286-5749	1029 W 103rd St Apt 3	Los Angeles	California	90044-3145	2	more than 5 years
514	Rakalla, Sundeep	(858) 395-8807	1900 Rouat Way	Lodi	California	95242-9785	more than 5	5-10 years
515	Ramirez, Edie	(333) 804-5514	742 E Lime Ave	Monrovia	California	91016-3013	3	16-20 years
516	Ramirez, Ivonne (Ramirez, Patricia)	(626) 665-9073	1171 N Dudley St	Pomona	California	91768-2148	3	more than 5 years
517	Ramos, Valerie	(623) 533-1384	403 Aberly Ave	La Puente	California	91744-6002	4	4 years
518	Rasmussen, Candice	(408) 930-1191	437 Pamlar Ave	San Jose	California	95128-4220	4	more than 5 years
519	Raub, William	(909) 544-2379	7386 Saddle Rd Apt C	Rancho Cucamonga	California	91730-1275	1	2 years
520	Rawitch, Robert	(818) 585-7746	9730 Tunney Ave	Northridge	California	91324-1653	2	more than 5 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
521	Razak, Khalid	(703) 475-9268	424 Talbert Ave	Simi Valley	California	93065-5250	5	3 years
522	Rebelez, Becky	(951) 454-2981	402 Jubilee Way	Stockton	California	95209-8210	2	5-10 years
523	Renfro, Gary	(209) 985-0320	916 Tokay Ave	Modesto	California	95350-3623	4	11-15 years
524	Reynolds, Urekia	(310) 387-0575	15529 S Frailey Ave	Compton	California	90221-3705	3	4 years
525	Reza, Vickie	(562) 235-2815	835 S Brookhurst St Apt 106	Anaheim	California	92804-4300	2	11-15 years
526	Rhee, Marianne	(818) 298-9484	11648 N Amsterdam Ln	Lake View Terrace	California	91342-7310	more than 5	more than 5 years
527	Ribera, Heidi	(831) 713-8047	363 Western Dr Apt 355E	Santa Cruz	California	95060-6824	1	more than 20 years
528	Richards, Stephen	(661) 384-4754	5401 Norris Rd Apt 12	Bakersfield	California	93308-2182	1	more than 5 years
529	Rimmer, Rachel	(949) 812-2757	844 Ronda Mendoza Unit N Unit N	Laguna Woods	California	92637-5920	4	16-20 years
530	Riordan, Kelly	(407) 267-1849	2520 Northside Dr Apt 207	San Diego	California	92108-2794	2	2 years
531	Rivas, Apolonio	(951) 448-0175	333 Daystar Dr	Perris	California	92571-2637	1	3 years
532	Rivera, Delmy	(310) 800-5884	222 S Rancho Ave # 225	San Bernardino	California	92410-2191	more than 5	4 years
533	Robinson, Diamond	(323) 449-4647	8255 Vineyard Ave Apt 2500E	Rancho Cucamonga	California	91730-3383	2	more than 5 years
534	Robinson, Melissa	(530) 945-8009	3141 Churn Creek Rd Apt 7	Redding	California	96002-2138	3	5-10 years
535	Robinson, Theo	(510) 393-4453	5614 Poinsett Ave	El Cerrito	California	94530-1477	3	16-20 years
536	Rocke, Rosa	(909) 573-4232	2807 Harrison St Apt 2	Oakland	California	94611-5570	1	more than 5 years
537	Rodriguez, Jose	(818) 967-1511	1446 Lawford St	Glendora	California	91741-3756	5	more than 5 years
538	Rodriguez, Lupe	(909) 253-3285	PO Box 616	San Bernardino	California	92402-0616	1	more than 5 years
539	Rodriguez, Migel	(209) 453-5345	3003 Howe Ave	Stockton	California	95206-3431	4	3 years
540	Rojas, Rosa	(818) 221-4732	1214 Mott St	San Fernando	California	91340-4128	3	more than 5 years
541	Rosas, Reylene	(323) 253-2000	6614 Southside Dr	Los Angeles	California	90022-4716	2	11-15 years
542	Rosenthal, Traja	(916) 223-2026	203 Live Oak Cir	Roseville	California	95678-4373	2	more than 20 years
543	Roth, Kimberly	(530) 710-4991	20449 Old Alturas Rd	Redding	California	96003-7600	3	3 years
544	Rowland, Melinda	(530) 379-5556	1620 Mickle Ave Apt 115	Woodland	California	95776-5395	4	1 year
545	Roy, Pabitra	(310) 228-0107	550 W Regent St Apt 102	Inglewood	California	90301-1095	more than 5	11-15 years
546	Rozmarin, Stanley	(530) 227-4935	1965 Blake Ln	Valley Springs	California	95252-9455	2	more than 5 years
547	Ryan, Darcy	(714) 615-5967	13701 Carlsbad Dr	Santa Ana	California	92705-2623	3	5-10 years
548	Sagnav, Alba	(626) 419-7226	4055 Walnut St	Baldwin Park	California	91706-2963	5	more than 5 years
549	Sahagun, Jesse	(530) 868-8310	315 Sioc St	Colusa	California	95932-2648	4	5 years
550	Saint-Just, Michael	(760) 567-0752	70100 Mirage Cove Dr Unit 48	Rancho Mirage	California	92270-2982	1	16-20 years
551	Salas, Anthony	(661) 742-3683	8901 Rollingbay Dr	Bakersfield	California	93312-5528	2	5-10 years
552	Salas, Leesa	(209) 672-2621	PO Box 64	Fresno	California	93707-0064	2	5-10 years
553	Salas, Leslie	(760) 331-9437	227 Woodland Pkwy Unit 164	San Marcos	California	92069-3070	1	2 years
554	Salcedo, Angel	(424) 323-8542	37648 Newbury Pl	Palmdale	California	93552-3979	2	1 year
555	Salerno, Madelyn	(760) 473-1926	3926 San Lorenzo Ct	Oceanside	California	92057-7207	2	more than 5 years
556	Sanchez, Maria	(909) 254-3975	PO Box 353	Lucerne Valley	California	92356-0353	3	5 years
557	Sanchez, Shella	(858) 822-9286	4259 35th St Apt A	San Diego	California	92104-1535	5	more than 5 years
558	Sanchezlugo, Josefina	(559) 704-4476	1515N N Brooks Ave	Fresno	California	93728-1307	2	1 year
559	Sanders, Nicole	(714) 614-3189	11074 Cynthia Cir Apt 72	Garden Grove	California	92843-3492	3	16-20 years
560	Sandoval, Jayson	(951) 666-0269	PO Box 53493	Riverside	California	92517-4493	3	16-20 years
561	Sandoval, Orlando	(510) 557-3410	16425 Heins Dr	Meadow Vista	California	95722-9300	5	16-20 years
562	Sandoval, Terrie	(559) 309-0898	11892 3rd Pl	Hanford	California	93230-6528	1	11-15 years
563	Santogenito, Cindi	(714) 209-6463	5951 Los Arcos Way	Buena Park	California	90620-2728	3	more than 5 years
564	Santoyo, Jessica	(562) 217-2600	11714 Cardell St	Norwalk	California	90650-3942	4	more than 20 years
565	Santurro, Joseph	(949) 456-3958	2413 Andrade Way	Sacramento	California	95864-0630	2	1 year
566	Sarcadi, Ben	(818) 390-8841	1237 10th St Apt 3	Santa Monica	California	90401-1911	4	1 year
567	Sargent, Jocely	(909) 942-1518	7741 Arroyo Vista Ave	Rancho Cucamonga	California	91730-2002	2	more than 5 years
568	Savage, Amy	(510) 910-2242	3433 Boston Ave	Oakland	California	94602-2905	4	16-20 years
569	Scarborough, Natalie	(530) 513-3148	6063 Guilford Cir	Magalia	California	95954-9651	2	4 years
570	Schneider, Patrick	(714) 313-4287	169 S Flower Hill St	Brea	California	92821-4751	1	11-15 years
571	Schnurer, Mary	(949) 510-4107	4190 Cole Way	San Diego	California	92117-1123	1	16-20 years
572	Schreiner, Lynne	(661) 618-2897	25330 Silver Aspen Way Apt 528	Valencia	California	91381-0717	2	more than 5 years

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	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
573	Schwartz, Ronnie	(510) 292-9242	3853 Lyman Rd	Oakland	California	94602-1844	1	2 years
574	See, Chacheela	(408) 398-8036	7125 Arbeau Dr	Newark	California	94560-1625	2	1 year
575	Sepulveda, Destinee	(714) 948-0990	2855 Pinecreek Dr Apt B203	Costa Mesa	California	92626-7451	2	5-10 years
576	Shafranovich, Leo	(818) 983-6731	3602 W Estates Ln Unit 216	Rolling Hills Estates	California	90274-4104	2	16-20 years
577	Shields, Candiece	(480) 239-2159	1120 Pepper Dr Spc 30	El Cajon	California	92021-1317	1	5-10 years
578	Shier, Rod	(805) 423-0320	PO Box 849	Forest Ranch	California	95942-0849	1	more than 5 years
579	Shifter, Anne	(909) 936-4014	8090 Cornwall Ct Unit 2	Rancho Cucamonga	California	91739-9247	5	more than 20 years
580	Siag, Linda	(818) 919-1010	20600 Ventura Blvd Unit 2549	Woodland Hills	California	91364-6683	1	more than 5 years
581	Siegmán, Patricia	(209) 596-5857	3028 Redbud Ct	Modesto	California	95354-3330	2	more than 5 years
582	Simon, Andrea	(503) 310-1426	3113 Candlewood St	Lakewood	California	90712-2201	1	more than 5 years
583	Simpson, John	(530) 701-7099	2232 Portsmouth Dr	Yuba City	California	95991-4076	1	more than 5 years
584	Siracusa, Sabrina	(858) 275-3951	7444 Mission Valley Rd	San Diego	California	92108-4406	1	3 years
585	Siram, Chandu	(805) 404-1005	7047 Gale Ln	Eastvale	California	92880-9129	5	1 year
586	Smith, Jeffrey	(925) 428-2444	PO Box 14	Murphys	California	95247-0014	2	11-15 years
587	Smith, Kevin	(619) 559-2005	609 Alejandra Pl	Chula Vista	California	91910-7904	2	2 years
588	Smith, Kimberly	(949) 415-9011	18992 Florida St Apt A15	Huntington Beach	California	92648-1976	2	4 years
589	Smith, Megan	(310) 738-6977	2416 20th St Apt B	Santa Monica	California	90405-2736	1	16-20 years
590	Smith, Michael	(707) 701-1065	14415 Ridge Rd	Clearlake	California	95422-7935	2	more than 5 years
591	Smith, Tiffany	(925) 434-4230	1917 Garden Ct	Antioch	California	94509-2865	2	2 years
592	Snider, Robert	(310) 579-5545	33208 Decker School Rd	Malibu	California	90265-2342	3	more than 5 years
593	Spadini, Syndie	(951) 314-3197	39793 Mount Blanc Ave	Murrieta	California	92562-6701	2	5-10 years
594	Spata-Rix, Victoria	(559) 978-5938	16861 Road 36	Madera	California	93636-8245	more than 5	more than 5 years
595	Spear, Cantrelle	(323) 620-2503	9907 Beach St	Bellflower	California	90706-5919	2	1 year
596	Speck, Tonjua (Speck, James)	(626) 687-1827	522 Diamond Ct	Upland	California	91786-5826	2	less than 1 year
597	Spencer, Linda	(916) 368-7810	PO Box 277182	Sacramento	California	95827-7182	2	16-20 years
598	Spielman, Les	(818) 429-4449	5013 Wilkinson Ave	Valley Village	California	91607-3030	2	more than 20 years
599	Sponberg, Kimberly	(818) 823-0479	24451 Wasatch Ct	Corona	California	92883-5439	more than 5	5-10 years
600	Spurgeon, Paula	(818) 802-0062	29441 N Lower Valley Rd	Tehachapi	California	93561-9664	2	more than 5 years
601	Stallings, Jessica	(805) 223-0481	942 Puerto Pl Unit 107	Ventura	California	93001-4376	3	more than 5 years
602	Starlha, David	(650) 888-0564	5551 Cloverdale Rd	Pescadero	California	94060-8833	1	5-10 years
603	Starr, Ryan	(760) 702-4475	8 Picasso Ct	Rancho Mirage	California	92270-2730	2	more than 5 years
604	Stocker, Anne	(650) 302-1552	254 Amesport Lndg	Half Moon Bay	California	94019-1969	1	11-15 years
605	Straughton Iii, Michael	(619) 215-6308	PO Box 826	Wildomar	California	92595-0826	3	3 years
606	Stroddman, Donnie	(909) 301-2622	PO Box 2864	Crestline	California	92325-2864	1	more than 5 years
607	Stuart, Kimberlea	(650) 248-7165	410B Carl St	San Francisco	California	94117-3602	2	11-15 years
608	Sullivan, Angela	(619) 613-1759	3368 Daley Center Dr Apt 713	San Diego	California	92123-4614	1	4 years
609	Sumter, Tiffany (Burris, Donna)	(209) 424-4435	3819 Sierra St	Riverbank	California	95367-2531	3	more than 5 years
610	Swanson, Ken	(530) 949-6574	PO Box 493803	Redding	California	96049-3803	1	5-10 years
611	Switzer, Crissie (Switzer, Russell)	(559) 572-2679	336 Meadow Ln	Lemoore	California	93245-2032	4	5-10 years
612	Szerlip, Mark	(951) 500-3613	1527 Tonia Ct	Riverside	California	92506-5300	5	2 years
613	Tagle, Silvia	(619) 549-7674	7119 Surfbird Cir	Carlsbad	California	92011-4020	1	more than 5 years
614	Tam, Tracey	(415) 676-7887	1586 45th Ave	San Francisco	California	94122-2937	more than 5	16-20 years
615	Tapia, Dennis	(760) 908-3350	1364 Hodges Rd	Oceanside	California	92056-2348	5	11-15 years
616	Tarlton, Dimples	(562) 335-7947	11065 Imperial Hwy Apt 21	Norwalk	California	90650-2223	2	more than 20 years
617	Tarrant, Shayna	(530) 649-0937	4796 Virginia Rd	Marysville	California	95901-9739	1	less than 1 year
618	Taylor, Gabriela	(209) 839-7126	139 Laguna Dr	Tracy	California	95376-1927	4	4 years
619	Taylor, Melissa	(725) 224-2482	4131 Pala Rd	Oceanside	California	92057-6418	2	3 years
620	Teabout, Helene	(562) 826-4795	807 E Via Wanda # 10	Long Beach	California	90805-6588	1	5-10 years
621	Terrell-Morris, Tammi	(909) 241-8462	9305 Devon St	Rancho Cucamonga	California	91730-4013	1	more than 5 years
622	Thackston, Nykobi	(661) 839-8765	13361 Yuca St	Trona	California	93562-2058	2	1 year
623	Thao, Pao	(209) 658-6004	1352 Hansen Ave	Merced	California	95340-2373	3	3 years
624	Thomas, Andrew	(310) 612-2261	3961 Via Marisol Apt 322	Los Angeles	California	90042-4973	3	more than 5 years

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	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
625	Thomas, Myrella	(619) 870-7244	3200 Paseo Village Way Apt 2407	San Diego	California	92130-3260	1	1 year
626	Thomas, Troy	(510) 551-4816	1755 Crestwood Ave Apt 2	Manteca	California	95336-2876	4	11-15 years
627	Thompson, Courtney	(323) 687-5081	2105 E Ocean Blvd Unit 17	Long Beach	California	90803-2436	more than 5	more than 5 years
628	Thompson, Kathryn	(818) 269-1245	7080 Newport Ave	Fontana	California	92336-1509	3	more than 20 years
629	Tigar, Lynn	(818) 642-3830	24453 Gross St	Newhall	California	91321-3512	more than 5	5-10 years
630	Tindall, Amber	(707) 900-8183	16 Catalpa Ct	Napa	California	94558-6609	2	5-10 years
631	Torres, Robert	(310) 780-2217	116 S Guadalupe Ave Apt E	Redondo Beach	California	90277-3407	1	more than 5 years
632	Torres, Tisha	(559) 356-6888	512 Walnut Ave	Sanger	California	93657-2621	2	more than 5 years
633	Tossounian, Jirair	(323) 810-5134	PO Box 70911	Pasadena	California	91117-7911	5	5-10 years
634	Tremblay, Heather	(310) 560-3121	619 W Oak Ave	El Segundo	California	90245-2009	3	5-10 years
635	Trice, Kendra	(760) 953-7741	15245 Blackfoot Rd	Apple Valley	California	92307-3311	1	more than 5 years
636	Truesdale, Tanisha	(323) 313-2750	4334 2nd Ave	Los Angeles	California	90008-4006	2	more than 5 years
637	Trujillo, Angela	(626) 483-9317	6020 Notre Dame Ave Apt 510	Chino	California	91710-7174	4	11-15 years
638	Trujillo, Annette	(323) 363-6002	255 S Avenue 55 Apt 7	Los Angeles	California	90042-4681	more than 5	more than 5 years
639	Tucker, Jill	(909) 709-6836	13633 Clinton Dr	Chino	California	91710-5375	1	more than 5 years
640	Tuosto, Anthony	(916) 206-6150	2199 Ryedale Ln	Sacramento	California	95835-2186	4	more than 5 years
641	Ullery, Renee	(562) 896-0553	25352 Clear Canyon Cir	Menifee	California	92584-8472	4	11-15 years
642	Umeda, Eric	(916) 747-0708	8738 Freesia Dr	Elk Grove	California	95624-3831	4	more than 20 years
643	Underhill, Scott	(760) 815-0408	32346 Cercle Beauregard	Temecula	California	92591-4983	4	more than 20 years
644	Uyeda, Laurence	(949) 300-4538	3 Mantentida	Coto de Caza	California	92679-4151	2	5-10 years
645	Valencia Villanueva, Erik (Gomez, Ramiro)	(818) 454-3230	39333 Jefferson Dr	Palm Dale	California	93551-5819	more than 5	16-20 years
646	Valencia, Jorge	(562) 972-3293	1142 Cozumel St	Riverside	California	92501-1485	5	more than 20 years
647	Van Belois, Kevin	(818) 426-2782	3513 Glenhurst Ave	Los Angeles	California	90039-2124	1	more than 5 years
648	Van Siegman, Ronald	(925) 989-2700	PO Box 367	Rio Vista	California	94571-0367	2	more than 20 years
649	Vandewarker-Arms, Laura	(707) 391-7648	216 Bonnie Ln	Willits	California	95490-4502	more than 5	2 years
650	Vang, Shing	(559) 396-9875	2703 E Willis Ave	Fresno	California	93726-3239	2	3 years
651	Varnardo-Ayers, Charmaine	(510) 599-3488	1511M Sycamore Ave # 110	Hercules	California	94547-1706	more than 5	16-20 years
652	Vaughn, Catherine	(707) 888-7059	4675 Quigg Dr Apt 125	Santa Rosa	California	95409-5379	2	1 year
653	Vaughn, Kimberly (Vaughn, Stuart)	(863) 272-4488	PO Box 684	Seelye	California	92273-0684	2	more than 5 years
654	Vaught, Stephen	(209) 628-0136	907 Turquoise Ct	Livingston	California	95334-9489	2	more than 20 years
655	Vegas, Sheree	(209) 604-6968	12319 Orange Blossom Rd	Oakdale	California	95361-9531	2	more than 5 years
656	Velez, Arlene	(916) 284-9507	63 Linda Ln	San Luis Obispo	California	93401-7711	5	5-10 years
657	Vermueulen, Dirk	(209) 345-3049	590 N Yosemite Ave	Oakdale	California	95361-2777	more than 5	11-15 years
658	Vickers, Joanne	(831) 595-2023	9940 Cockle Bur Ct	Salinas	California	93907-1019	2	more than 5 years
659	Vides, Cindy	(213) 220-5718	219 S Mariposa Ave Apt 204	Los Angeles	California	90004-5486	5	more than 20 years
660	Villaescusa, Ann Marie	(626) 733-2036	15312 Giordano St	La Puente	California	91744-2721	1	more than 5 years
661	Villalobos, Carolina	(661) 965-2617	5735 W Avenue K3	Lancaster	California	93536-5641	3	5-10 years
662	Viscarra, Luis	(909) 231-3723	16007 Merrill Ave Apt 77	Fontana	California	92335-4472	5	1 year
663	Voong, Lony	(916) 832-8581	10013 Wyland Dr	Elk Grove	California	95624-4643	5	2 years
664	Valence, Stephen	(805) 607-7777	PO Box 6928	Oxnard	California	93031-6928	1	less than 1 year
665	Walker, Melissa	(562) 612-9391	803 W Holguin St	Lancaster	California	93534-1527	1	more than 5 years
666	Waller, Tressalyn	(562) 313-4158	6712 White Ave	Long Beach	California	90805-1322	5	more than 5 years
667	Ward, Claudia (Ward, Dave)	(714) 321-0070	1155 Kraemer Dr	Corona	California	92882-8790	4	more than 20 years
668	Warren, Monique	(916) 317-0804	619 Edwards St	Crockett	California	94525-1217	2	4 years
669	Vasco, Alma	(209) 984-6294	18850 N Oak Knoll Ave	Lockeford	California	95237-9755	1	5-10 years
670	Washington, Kimberly	(650) 784-5745	121 Bucareli Dr	San Francisco	California	94132-2335	5	2 years
671	Watson, Craig	(925) 775-5780	3135 Castle Rock Loop	Discovery Bay	California	94505-1859	3	more than 5 years
672	Weicks, Dejanee (Crawford, Lynn)	(323) 945-7935	1443 W 123rd St	Los Angeles	California	90047-3514	2	more than 5 years
673	Weiland, Kimberly	(760) 490-3675	21379 US Highway 18	Apple Valley	California	92307-3563	3	more than 5 years
674	Werk, Sonia	(831) 920-8503	12895 Uvas Rd	Morgan Hill	California	95037-9418	4	5-10 years
675	White, Theresa	(714) 313-3273	17901 Elm St	Fountain Valley	California	92708-4540	3	more than 20 years
676	Whitney, Gina	(408) 205-0398	307 N Creek Dr	San Jose	California	95139-1438	1	16-20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
677	Wickstrom, Eric	(530) 957-9247	6340 North St	El Dorado	California	95623-4231	3	more than 5 years
678	Wilber, Mark	(805) 660-3914	790 Hudspeth St	Simi Valley	California	93065-5506	4	more than 5 years
679	Williams-Spinks, Zsata	(818) 489-1009	17022 Orozco St	Granada Hills	California	91344-1136	3	11-15 years
680	Williams, Gregory	(310) 749-3249	PO Box 7244	La Quinta	California	92248-7244	4	16-20 years
681	Williams, Kenya	(619) 278-1899	23244 Rustic Oak Dr	Wildomar	California	92595-7538	1	3 years
682	Wilson, Yolanda	(562) 505-7877	15357 Gundry Ave Apt E	Paramount	California	90723-3958	3	more than 20 years
683	Winslow, Lisa	(951) 609-6057	32669 Blue Mist Way	Wildomar	California	92595-7601	4	less than 1 year
684	Wise, Cindy	(760) 717-1442	4585 Maple Dr	Oceanside	California	92056-3537	3	more than 5 years
685	Wolf, Rodney	(909) 747-4220	631 Malby Blvd	Big Bear City	California	92314-9768	more than 5	more than 5 years
686	Wong, Carol	(510) 381-3818	702 E 23rd St	Oakland	California	94606-2020	3	more than 20 years
687	Woodard, Kenneth	(916) 548-4696	5933 Kifisia Way	Fair Oaks	California	95628-2541	3	3 years
688	Wright, Jackie	(650) 283-7794	92116 Ronan Ct	Elk Grove	California	95624-3541	3	more than 5 years
689	Wright, Penny	(916) 698-9022	5930 Sunrise Vista Dr Apt 202	Citrus Heights	California	95610-7090	5	2 years
690	Wright, Teresa	(442) 218-3877	6072 Bonikell St	Weldon	California	93283-9525	1	2 years
691	Xu, Duan	(530) 220-0038	2946 Rolling Meadow Dr	Chino Hills	California	91709-3588	3	3 years
692	Youngberg, Jonathan	(602) 885-0528	4050 Mississippi St	San Diego	California	92104-2411	3	more than 5 years
693	Zara, Stephanie	(619) 733-7183	11848 Altadena Rd	Lakeside	California	92040-5605	2	5 years
694	Zarow, Chris	(626) 660-4203	PO Box 3093	Crestline	California	92325-3093	1	more than 5 years
695	Zhao, Xiaolong	(626) 898-2151	5002 Willow	Montclair	California	91763-1329	3	4 years
696	Adams, Jill	(731) 336-2734	215 S Jasper Cir Apt 102	Aurora	Colorado	80017-3617	5	more than 20 years
697	Davis, Morgan	(720) 254-6451	20101 Spring Gulch Rd	Morrison	Colorado	80465-2428	2	5-10 years
698	Gamblin, Ashtin	(815) 780-0583	4032 Westmeadow Dr Apt 203	Colorado Springs	Colorado	80906-6041	4	5-10 years
699	Sailer, Amanda	(303) 720-0720	1001 E 62nd Ave Unit 689	Denver	Colorado	80216-1163	3	more than 20 years
700	Skaggs, Andrew	(970) 571-1431	9820 Rosemont Ave Apt 8-208	Lone Tree	Colorado	80124-3160	1	11-15 years
701	Wild, Kevin (Wild, Roberta)	(303) 437-9453	17507 W 84th Pl	Arvada	Colorado	80007-6816	5	11-15 years
702	Acas, Thomas	(203) 598-8462	240 Litchfield Rd	Watertown	Connecticut	06795-1928	2	11-15 years
703	Avala, Christine	(347) 248-2834	240 Litchfield Rd	Watertown	Connecticut	06795-1928	2	2 years
704	Fairfax, Kathy	(910) 619-4567	83 Furnace Ave Apt W8	Stafford Springs	Connecticut	06076-2117	2	16-20 years
705	Meyer, Kimberly	(860) 384-8766	212 Surrey Dr Apt 114	Bristol	Connecticut	06010-7664	more than 5	5-10 years
706	Riordan, Gina	(860) 574-6810	91 S 2nd Ave Apt 8	Taftville	Connecticut	06380-1312	1	3 years
707	James, Debra	(908) 331-1007	359 E Frazier St	Smyrna	Delaware	19977-1520	3	16-20 years
708	Rankin, Patrick	(302) 542-3464	12497 Seashore Hwy	Bridgeville	Delaware	19933-4384	4	16-20 years
709	Stewart, Darrell (Stewart, Pamela)	(302) 465-4511	24283 Zinfandel Ln Unit 302	Lewes	Delaware	19958-1866	2	11-15 years
710	Wright, Herbert	(302) 245-2627	16149 Goose Nest Rd	Laurel	Delaware	19956-2971	1	5-10 years
711	Anderson, Amanda	(352) 425-8948	2937 NE 46th Ave	Ocala	Florida	34470-3361	more than 5	11-15 years
712	Bagui, Sumon	(850) 570-3726	3021 Pelican Ln	Pensacola	Florida	32514-8079	1	5-10 years
713	Barrios, Tanya	(847) 346-7875	2901 SW 41st St Apt 1805	Ocala	Florida	34474-7428	1	3 years
714	Bonk, Christina	(708) 204-1922	2731 Timberline Ct	Clearwater	Florida	33761-3233	2	more than 20 years
715	Brodeur, Sheila	(727) 417-6147	17642 Connie Ct	Spring Hill	Florida	34610-3018	4	less than 1 year
716	Brooks, Tracey	(813) 928-9008	13311 Wellington Hills Dr	Riverview	Florida	33579-7201	2	more than 20 years
717	Brown, Deborah	(727) 403-4230	5822 16th Ln S Apt 1	St Petersburg	Florida	33712-4900	1	more than 20 years
718	Campisi, Carol	(954) 829-2245	15953 NW 7th St	Pembroke Pines	Florida	33028-1579	3	more than 20 years
719	Dagostino, Susan	(770) 316-2363	13719 Trinity Leaf Pl	Riverview	Florida	33579-2373	2	more than 20 years
720	Dewind, Veronica	(407) 462-5665	4418 Begonia Ct	Windermere	Florida	34786-7414	1	11-15 years
721	Estenes, Joseph	(941) 920-0969	5512 109th Ave E	Parrish	Florida	34219-4506	1	16-20 years
722	Garner, Mandy (Garner, Christopher)	(850) 284-5520	1613 Paula Dr	Tallahassee	Florida	32303-2915	4	5-10 years
723	Helt, Elissa	(215) 680-3226	1719 Mandalay Dr	Tarpon Springs	Florida	34689-2275	1	more than 20 years
724	Higgins, Jennifer	(813) 955-6359	5120 Corvette Dr	Tampa	Florida	33624-1084	2	11-15 years
725	Hough, Charles	(850) 865-7314	500 Thornhill Rd	Fort Walton Beach	Florida	32547-2632	4	3 years
726	Hough, Kathryn	(850) 865-7310	500 Thornhill Rd	Fort Walton Beach	Florida	32547-2632	4	3 years
727	Jackson, Antonio	(786) 774-1556	698 NE 1st Ave Apt 3004	Miami	Florida	33132-1827	5	5-10 years
728	Jerome, Zohra	(904) 673-9713	3826 Star Leaf Rd	Jacksonville	Florida	32210-9607	1	16-20 years

EXHIBIT A

Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
729 McClary, Valerie	(727) 272-0994	160 145th Ave E Apt 2	Madeira Beach	Florida	33708-2271	4	16-20 years
730 Miller, Andrew	(419) 708-3397	518 One Center Blvd Apt 109 Apt 10	Altamonte Springs	Florida	32701-2234	2	less than 1 year
731 Nguyen, Alexis (Nguyen, Michelle)	(847) 946-2908	2003 Berry Lake Dr	Brandon	Florida	33510-2755	5	5-10 years
732 Parsons, Jack	(386) 302-7550	55 E Granada Blvd Unit 391	Ormond Beach	Florida	32175-7017	2	5-10 years
733 Peran, Kim	(386) 846-3477	33 Gale Ln	Ormond Beach	Florida	32174-9224	2	16-20 years
734 Peterson, Johnathan	(941) 780-2631	5208 Pine Level Rd	Ona	Florida	33865-9520	4	11-15 years
735 Porras, Sandy	(850) 591-3898	1708 Rodeo Dr	Tallahassee	Florida	32311-8548	1	16-20 years
736 Prebe, Robin	(352) 286-4015	8340 W Charmaine Dr	Homosassa Springs	Florida	34448-1937	3	2 years
737 Rahinsky, Suzanne	(954) 648-1462	4525 Baltry Ct	Bradenton	Florida	34211-3202	2	5-10 years
738 Taylor-Minshull, Lisa	(954) 501-3182	3485 Pinewalk Dr N Apt 108	Margate	Florida	33063-7809	3	5-10 years
739 Tesman, Sheri	(561) 215-8439	2597 Donald Rd	West Palm Beach	Florida	33406-7578	4	more than 20 years
740 Thompson, Chad	(727) 348-4444	3762 Mossy Limb Ct	Palmetto	Florida	34221-1253	2	4 years
741 Thompson, Maureen	(850) 849-3435	PO Box 778	Bonifay	Florida	32425-0778	3	3 years
742 Warren, Lynn	(727) 534-0143	5943 Sellers Rd	Marianna	Florida	32446-8625	3	4 years
743 Whitlock, Andrea	(863) 447-0550	6984 NW 24th St	Okeechobee	Florida	34972-8823	4	11-15 years
744 Wineinger, Judy	(970) 227-2263	4288 Sanctuary Way	Bonita Springs	Florida	34134-8700	more than 5	11-15 years
745 Yaeger, Cheryl	(708) 214-5774	9000 US Highway 192 Lot 810	Clermont	Florida	34714-8221	4	3 years
746 Balser, Kristy (Balser, Brice)	(706) 716-1440	811 Ware Rd	Carnesville	Georgia	30521-2526	3	5-10 years
747 Burns, David	(678) 640-6959	5630 Hammock Way	Cumming	Georgia	30028-4123	2	less than 1 year
748 Comer, Rodney	(770) 212-0640	1144 Bentley Estates Dr	Dacula	Georgia	30019-7836	2	3 years
749 Crockett, Debra	(706) 306-0984	2617 Cranbrook Dr	Hephzibah	Georgia	30815-6558	2	5-10 years
750 Cunningham, Chalecha	(443) 962-3887	2106 Apple Orchard Way	Austell	Georgia	30168-4270	3	11-15 years
751 Curry, Thomas	(478) 357-0668	141 S Brown St	Tennille	Georgia	31089-2234	2	5-10 years
752 Davis, Leisa	(229) 237-7457	13836 Highway 129	Nashville	Georgia	31639-4903	more than 5	11-15 years
753 Fenner, Ramona	(404) 783-9502	3169 Oakdale Rd	Hapeville	Georgia	30354-1035	2	16-20 years
754 Fields, Charles	(706) 945-5575	3313 Perkins Rd Ste C5	Augusta	Georgia	30906-0001	4	1 year
755 George, Eastlyn	(786) 631-9019	2880 Brannan Rd	Snellville	Georgia	30039-4368	4	3 years
756 Hayes, Patrick	(310) 299-6699	2526 Piedmont Rd NE Ste 56 # 220	Atlanta	Georgia	30324-3007	2	5-10 years
757 Hill, Sequoyah	(404) 707-7792	485 Watson Bay	Stone Mountain	Georgia	30087-6195	4	3 years
758 Juifre, James	(770) 519-2974	152 Cherokee Trl	Hoschton	Georgia	30548-2895	2	16-20 years
759 Lanier, Sam	(561) 420-2111	2703 Eloquent Ln	Austell	Georgia	30106-8026	1	1 year
760 Matthews, Mary	(912) 577-7869	2276 Poinsettia Cir	Brunswick	Georgia	31520-2750	3	11-15 years
761 Mays, Candice	(770) 313-0059	1480 Eastmont Dr NW	Conyers	Georgia	30012-3553	2	more than 20 years
762 Meyer, Sheila (Meyer, Clark)	(404) 931-6313	2163 Niles Pl NE	Atlanta	Georgia	30324-4194	4	5-10 years
763 Miller, Candy	(706) 409-0077	PO Box 3465	Rome	Georgia	30164-3381	3	16-20 years
764 Moore, Julie	(803) 261-9355	181 Cedar Bay Cir	Dallas	Georgia	30157-1414	1	11-15 years
765 Redding, Vickie	(706) 366-7782	500 5th Ave Unit 205	Columbus	Georgia	31901-3256	1	11-15 years
766 Stipe, Cynthia	(404) 290-8593	625 Tahoe Cir SE	Conyers	Georgia	30094-4437	1	more than 20 years
767 Witten, Kamaria	(770) 880-2272	1005 Belmont Park Dr SE Apt H	Smyrna	Georgia	30080-1547	3	4 years
768 Yockman, Carl	(478) 319-5689	2750 Pineworth Rd	Macon	Georgia	31216-5227	2	11-15 years
769 Larson, April	(312) 889-0400	3650 Pitkeas Pl	Makawao	Hawaii	96768-9556	2	5-10 years
770 Oshiro, Diane	(808) 753-0203	711 Hao St	Honolulu	Hawaii	96821-1619	3	more than 20 years
771 Staples, Kelly	(208) 716-3941	1419 Alder St	Idaho	Idaho	83536-6051	2	11-15 years
772 Akers, Timothy (Akers, Andrea)	(618) 263-7808	1106 12th St	Lawrenceville	Illinois	62439-2503	more than 5	11-15 years
773 Atkins, Kellie	(309) 530-2834	15 Timber View Dr	Bloomington	Illinois	61701-7801	3	11-15 years
774 Azari, Rita	(773) 892-9939	550 N Walnut Ave Apt 3	Arlington Heights	Illinois	60004-5453	1	5-10 years
775 Baker, Joan	(618) 791-1782	248 Willowrun Dr	Moro	Illinois	62067-1706	1	11-15 years
776 Barnewolt, Christie	(224) 629-1997	9421 Diana Ln	Huntley	Illinois	60142-2455	3	16-20 years
777 Benford, D'Sheadra	(773) 720-0050	724 W 87th St	Chicago	Illinois	60620-2622	1	more than 20 years
778 Blue, Ruth	(618) 558-2762	10716 Bee Hollow Rd	Mascoutah	Illinois	62258-5138	2	5-10 years
779 Boitnott Jr, Benjamin	(309) 838-9563	1001 N Morris Ave	Bloomington	Illinois	61701-2720	2	11-15 years
780 Bowman, Portia	(630) 229-8371	24563 S Mulberry Ln	Crete	Illinois	60417-3708	3	1 year

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	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
781	Bradley, Misha	(773) 720-0238	7515 S Michigan Ave	Chicago	Illinois	60619-1604	2	16-20 years
782	Braley, Joy	(847) 858-4130	436 Columbia Ave	Des Plaines	Illinois	60016-3002	3	16-20 years
783	Brown, Amber (Drew, Nicole)	(224) 325-6926	611 N Dixon Ave	Dixon	Illinois	61021-1613	4	2 years
784	Callahan, Brooke (Callahan, Neil)	(309) 265-7614	507 Timberlan Rd	Metamora	Illinois	61548-9150	3	11-15 years
785	Carter, Briana	(312) 779-9976	3726 W 13th St	Chicago	Illinois	60623-1588	2	3 years
786	Cecil, Melissa	(309) 370-8099	313 N 6th St	Dunlap	Illinois	61525-8006	3	less than 1 year
787	Cervenka, Donald (Johnson, Dorothy)	(312) 848-2819	300 N State St Apt 4028	Chicago	Illinois	60654-5487	4	more than 20 years
788	Chardac, Jean-Marie	(650) 520-9820	4651 N Greenview Ave Apt 310	Chicago	Illinois	60640-7942	3	less than 1 year
789	Clark, Danielle	(630) 301-8869	1824 Turtle Creek Dr	Aurora	Illinois	60503-4927	1	5-10 years
790	Clark, Seth (Jackson, Danielle)	(618) 579-3637	509 N 13th St	Herrin	Illinois	62948-3240	2	1 year
791	Cohen, Anthony	(773) 640-0013	2116 N Neva Ave	Chicago	Illinois	60707-3229	1	16-20 years
792	Collins-Mobley, Rajahni	(773) 868-7377	213 W 146th St	Dolton	Illinois	60419-1409	4	5-10 years
793	Corbin, Dylan	(708) 668-6013	PO Box 6246	Villa Park	Illinois	60181-5316	4	5-10 years
794	Diuguid, Jennifer	(618) 697-7254	201 Baggott St	Zeigler	Illinois	62999-1204	3	11-15 years
795	Forster, Megan	(217) 249-0416	216 S Market St Apt 5	Paxton	Illinois	60957-1465	1	5-10 years
796	Frieburg, Esther	(309) 826-0088	306 E Jackson St	Saybrook	Illinois	61770-9496	3	11-15 years
797	Gibbs, Calvin (Smith, Ansonia)	(331) 425-0102	6718 Clear Creek Dr	Plainfield	Illinois	60586-5927	2	more than 20 years
798	Gorney, Christopher	(309) 573-5593	3052 N Neva Ave	Chicago	Illinois	60634-4720	3	5-10 years
799	Green, Takeesha	(815) 764-6764	406 Atwood Ave	Rockford	Illinois	61102-1317	3	5-10 years
800	Heard, Amy	(618) 967-6257	9093 Aden St	Benton	Illinois	62812-6018	2	5-10 years
801	Heiliger, Jason	(630) 631-6002	1322 S 4th St	St Charles	Illinois	60174-4021	3	more than 20 years
802	Henson, Shaunda	(314) 941-3659	26 Oak Dr	Caseyville	Illinois	62232-2230	1	16-20 years
803	Hinojosa, Mary	(217) 219-1233	715 Lyon Ave	Carthage	Illinois	62321-1148	2	11-15 years
804	Hoelter, Richard	(618) 973-3966	3316 Wabash Ave	Granite City	Illinois	62040-3972	4	16-20 years
805	Holmes-McMiller, Debra (McMiller, Victor)	(708) 499-5370	2541 W 115th St	Chicago	Illinois	60655-1426	2	4 years
806	Hosea, Shandra	(217) 497-0081	19 Dequinal St	Westville	Illinois	61883-1115	4	5-10 years
807	Isaacs, Stephanie	(618) 967-5415	12186 E Hutchison Rd	Mount Vernon	Illinois	62864-7866	3	11-15 years
808	Jackson, Jeffery	(309) 241-4938	2100 Alhambra Ct	Pekin	Illinois	61554-6348	4	more than 20 years
809	Jenkins, Mattie	(773) 671-8450	4215 N Campbell Ave	Chicago	Illinois	60618-2807	3	5-10 years
810	Johnson, Dorothy	(312) 623-9116	300 N State St Apt 4028	Chicago	Illinois	60654-5487	4	more than 20 years
811	Johnson, Twana (Johnson, Christopher)	(708) 372-5420	101 N Elm St	Hillside	Illinois	60162-1581	3	11-15 years
812	Jones, Dominique	(773) 562-3683	6203 S Ada St	Chicago	Illinois	60636-1822	1	3 years
813	Juarez, Maria	(312) 909-8202	9443 Britta Ave	Franklin Park	Illinois	60131-2028	4	11-15 years
814	King, Jeanne	(815) 218-2819	5756 Pierce Ln	South Beloit	Illinois	61080-9290	4	16-20 years
815	Klinker, Loren	(779) 225-5450	PO Box 2	Verona	Illinois	60479-0002	4	3 years
816	Lagattola, Michael	(847) 312-1766	1832 Lake Shore Dr	Romeoville	Illinois	60446-3945	5	5-10 years
817	Lagunas, Jacqueline	(773) 451-6473	2455 N Long Ave	Chicago	Illinois	60639-1428	4	5-10 years
818	McMahan, Vicki	(217) 820-1756	1107 Grant Ct	Taylorville	Illinois	62568-9351	4	16-20 years
819	Miller, Rachel	(551) 208-7491	933 N Mozart St Apt 2	Chicago	Illinois	60622-5466	2	11-15 years
820	Minton, Benjamin	(217) 341-0509	40 Woods Mill Rd	Sherman	Illinois	62684-9707	3	5-10 years
821	Minton, Jacob (Minton, Mandy)	(815) 325-8901	112 Strasma East Dr	Kankakee	Illinois	60901-5944	3	11-15 years
822	Moody, Elaine	(773) 431-5997	5243 S Honore St	Chicago	Illinois	60609-5639	more than 5	5-10 years
823	Morris, Matthew	(309) 657-0882	304 DuPont Ln	East Peoria	Illinois	61611-2623	3	11-15 years
824	Murray, Tammy (Hicks, Melissa)	(618) 203-0624	665 State Route 127 N	Jonesboro	Illinois	62952-2005	more than 5	11-15 years
825	Pachecho, Angel	(224) 436-3685	8617 S Kedvale Ave	Chicago	Illinois	60652-3609	3	less than 1 year
826	Patel, Bakula	(815) 701-6147	718 Kathi Dr	Hampshire	Illinois	60140-8354	5	11-15 years
827	Payne, Brittany	(618) 899-0847	802 E Jefferson Ave	Nason	Illinois	62816-2337	5	4 years
828	Pearcy, Amanda (Pearcy, Colin)	(815) 979-3405	2889 Blue Oats Dr	Rockford	Illinois	61102-3885	4	more than 20 years
829	Pedigo Sullivan, Kimberlie	(217) 649-0958	1003 Lake Pointe Ln	Mahomet	Illinois	61853-9791	1	16-20 years
830	Perez, Sonia	(847) 513-4810	2820 University Ave	Waukegan	Illinois	60085-3145	3	1 year
831	Polovick, Madeleine	(734) 474-6999	4309 N Troy St Apt 3	Chicago	Illinois	60618-1348	2	less than 1 year
832	Qahhaar, Olivia	(708) 712-6774	8633 S Ada St	Chicago	Illinois	60620-4021	2	1 year

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	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
833	Renner, Autumn	(618) 363-2376	941 Silverlink Dr	O Fallon	Illinois	62269-6997	4	16-20 years
834	Rice, Frank	(618) 713-1547	250 Elkins Ln	Vienna	Illinois	62995-2470	3	11-15 years
835	Robertson, Scott	(309) 218-3635	200 Lexington Dr	East Peoria	Illinois	61611-5552	2	16-20 years
836	Rogowski, Dawn	(815) 671-7045	124 Fayette Ct	Minooka	Illinois	60447-8228	3	3 years
837	Rosch, Raymond	(512) 393-9068	1065 Vandalia Rd	Louisville	Illinois	62858-1067	5	5-10 years
838	Shaikh, Salman	(630) 442-8654	1317 Cortland Dr	Naperville	Illinois	60565-4100	2	11-15 years
839	Smith, Josh	(309) 696-9804	739 E Lake Ave	Peoria Heights	Illinois	61616-6257	2	11-15 years
840	Smith, Tracy	(714) 504-3240	5 Georg Rd	Petersburg	Illinois	62675-1081	1	16-20 years
841	Stoeke, Ryan	(309) 253-7740	1702 Short Dr	Pekin	Illinois	61554-1653	5	more than 20 years
842	Suarez, Suyapa (Rodriguez, Rafael)	(630) 750-1737	7946 Westview Ln	Woodridge	Illinois	60517-3733	3	16-20 years
843	Talley, Violetta	(708) 217-0986	25 Farmington Ct	South Elgin	Illinois	60177-3001	1	3 years
844	Van Der Smissen, Joris	(312) 532-8922	448 E Ontario St	Chicago	Illinois	60611-7108	4	11-15 years
845	Vanwatermeulen, Amanda	(309) 714-5165	1814 16th Ave	Viola	Illinois	61486-9459	1	11-15 years
846	Voorhees, Ana Paula	(773) 558-3765	400 Manda Ln Apt 420	Wheeling	Illinois	60090-3810	1	11-15 years
847	Wallace, Corrine	(815) 297-7601	402 W Arch St	Shannon	Illinois	61078-9327	more than 5	11-15 years
848	Wilkins, Christina	(815) 708-4180	821 10th St	Rockford	Illinois	61104-3144	5	11-15 years
849	Williams, Marion	(708) 606-1637	1144 Beloit Ave	Forest Park	Illinois	60130-2306	2	more than 20 years
850	Wiseman, Jada	(618) 499-2305	19162 Coal Valley St	Marion	Illinois	62959-7325	3	5-10 years
851	Zolicoffer, Laverne	(773) 398-5672	1850 N Natoma Ave	Chicago	Illinois	60707-3918	4	1 year
852	Barr, Ronald	(574) 261-6236	1202 Farm Crest Dr # 3A3A	Mishawaka	Indiana	46544-8964	2	11-15 years
853	Diaz, Amulfo	(317) 997-1131	1210 Main St	Monroe City	Indiana	47557-7356	3	5-10 years
854	Dixon, Nicole	(812) 304-1046	703 W Emerson St	Princeton	Indiana	47670-1331	1	2 years
855	Dooley, Dawn	(219) 677-5853	8826 Kleinman Rd	Highland	Indiana	46322-2250	more than 5	11-15 years
856	Haylett, Ivette	(317) 989-9342	2113 Sussex Ln Apt 121	Indianapolis	Indiana	46229-1638	2	5-10 years
857	Hornsby, Brittany	(219) 789-0984	7240 Northcoote Ave	Hammond	Indiana	46324-2229	2	5-10 years
858	Hutton, Patricia	(219) 743-4803	7610 Bertram Ave	Hammond	Indiana	46324-3136	3	16-20 years
859	Joliff, Shelby (Joliff, Robert)	(219) 395-6750	3256 Rustic Ln	Crown Point	Indiana	46307-8915	5	16-20 years
860	McNicholas, Harold	(812) 371-0234	129 Jackson St	Hope	Indiana	47246-1017	4	2 years
861	Moore, Tina	(419) 789-1110	7126 Turnstone Blvd	Fort Wayne	Indiana	46818-0024	1	16-20 years
862	Weir, Leslie	(812) 236-5968	712 W Curtis St # 264	Cayuga	Indiana	47928-8191	2	5-10 years
863	Belz, Saylor	(641) 832-1357	912 Chase St	Osage	Iowa	50461-1541	1	2 years
864	Burrows, Andrea	(515) 314-2008	1422 Osceola Ave	Des Moines	Iowa	50316-1833	3	more than 20 years
865	Clark, Gayle	(319) 290-3916	1008 Hilltop Rd	Waterloo	Iowa	50701-4706	2	11-15 years
866	Grimes, Augusta	(319) 533-9145	724 Eleanor Ct SE	Cedar Rapids	Iowa	52403-3292	2	16-20 years
867	Kondora, Jami	(319) 389-2629	2430 17th Ave	Marion	Iowa	52302-2029	2	5-10 years
868	Ruberg, Lonnie	(515) 890-1315	2930 165th St	Hardy	Iowa	50545-8738	3	more than 20 years
869	Scott, Breccia	(641) 781-1437	1382 G Ave NE	Cedar Rapids	Iowa	52402-4645	more than 5	2 years
870	Hess, Keli	(913) 424-8404	104 N Walnut St	Gardner	Kansas	66030-1136	4	5-10 years
871	Scott, Denise	(785) 554-0373	7425 SE Berryton Rd	Berryton	Kansas	66409-9528	2	3 years
872	Tarwater, Jeremy	(913) 475-5003	8334 Mullen Rd	Lenexa	Kansas	66215-6019	2	3 years
873	Wooley, Melissa	(620) 252-9696	414 E 9th St	Coffeyville	Kansas	67337-6416	1	5-10 years
874	Boh, Tricia	(859) 468-5480	10465 Blacksmith Pl	Florence	Kentucky	41042-4775	4	16-20 years
875	Byers, Tiffany	(502) 445-5862	8004 Mimosa Dr	Louisville	Kentucky	40258-2247	3	5-10 years
876	Hornet, David	(731) 441-9935	1302 Hilltop Dr	Mayfield	Kentucky	42066-3135	2	11-15 years
877	Jones, Linda (Jones (deceased), Ronald)	(317) 834-4855	244 Clarksdale Dr	Cadiz	Kentucky	42211-8316	2	more than 20 years
878	Knowlton, Mark	(303) 378-0261	PO Box 358	Danville	Kentucky	40423-0358	2	more than 20 years
879	Martin, Jeffrey	(207) 891-9309	108 Leslie Dr	Berca	Kentucky	40403-1314	2	less than 1 year
880	Sullivan, Eunhie	(270) 994-3294	712 E 13th St	Benton	Kentucky	42025-8428	2	11-15 years
881	Allen, Karen	(217) 918-4137	1003A Main St	Parks	Louisiana	70582-6639	2	5-10 years
882	Branson, Katrina	(318) 791-5074	158 Lenox Brg	Sterlington	Louisiana	71280-3358	1	more than 5 years
883	Chalew, Gail (Chalew, Stuart)	(504) 261-5138	6310 Fontainebleau Dr	New Orleans	Louisiana	70125-4239	5	11-15 years
884	Dauterive, Allen	(504) 512-2085	350 Emerald Forest Blvd	Covington	Louisiana	70433-5902	2	5-10 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
885	Grant, Patricia	(985) 507-7319	45437 Puma Dr	Hammond	Louisiana	70401-7036	1	5-10 years
886	Joe, Sherell	(337) 241-8492	2801 E Old Spanish Trl Lot 14	New Iberia	Louisiana	70560-8235	2	1 year
887	Miller, Kayla	(318) 732-6597	2415 Emerson St	Monroe	Louisiana	71201-2622	more than 5	5-10 years
888	Sam, Linda	(337) 288-5623	205 Van Buren Dr	Lafayette	Louisiana	70507-5531	3	2 years
889	Sheeger, Ariel (Sheeger, Holly)	(516) 965-4377	297 Audubon Blvd	New Orleans	Louisiana	70125-4123	3	16-20 years
890	Ciulla, Francine	(207) 745-6260	PO Box 36	Lee	Maine	04455-0036	4	11-15 years
891	Alexander, Meredith	(301) 899-7096	3531 Everest Dr	Temple Hills	Maryland	20748-1203	2	3 years
892	Armstrong, Diamond	(443) 223-2913	6456 Washington Sq	Glen Burnie	Maryland	21061-1623	more than 5	5-10 years
893	Chepkwony, Joel	(202) 308-0196	9720 Skyhill Way Apt 304	Rockville	Maryland	20850-4822	2	11-15 years
894	Cornish, Lanell	(443) 205-0710	PO Box 916	Hurlock	Maryland	21643-0916	4	16-20 years
895	Greene-Carson, Morgan	(415) 889-7793	106 Camrose Ave	Brooklyn	Maryland	21225-3610	4	3 years
896	Lapin, Diane	(443) 472-1854	6612 Sherrick Pl	Baltimore	Maryland	21209-2641	2	11-15 years
897	McAlister, Karen	(215) 980-7607	6111 Chinquapin Pkwy Apt A	Baltimore	Maryland	21239-1959	3	less than 1 year
898	McCormick, Annette	(732) 303-4079	227 Kestrel Dr	Belcamp	Maryland	21017-1707	2	5-10 years
899	Ocampo, Jennifer	(443) 833-1491	32 George St	Taneytown	Maryland	21787-2118	3	2 years
900	Rogers, Monique	(412) 953-0942	6941 Stoddert Ln	Landover	Maryland	20785-1967	1	16-20 years
901	Ross, Hezeki (Ross, Elysia)	(301) 741-2037	11817 Point Way	Bowie	Maryland	20720-3419	4	5-10 years
902	Dolan, Inga	(774) 230-5222	31 Tanyard Rd	Dudley	Massachusetts	01571-5907	2	11-15 years
903	Galvin, John	(857) 939-0083	32 French St	Hingham	Massachusetts	02043-3031	3	more than 20 years
904	Harvey, Becky	(508) 789-7964	21 Old Dudley Rd	Oxford	Massachusetts	01540-2115	4	more than 20 years
905	Helmus, Patrick	(561) 951-1569	1 Canal St Unit 1123	Boston	Massachusetts	02114-2066	more than 5	5-10 years
906	Kessler, Lisa	(413) 883-9472	115 Lee St	East Longmeadow	Massachusetts	01028-3133	1	5-10 years
907	Laplante, Nicole	(978) 833-4261	110 Saint Andrew St	Fitchburg	Massachusetts	01420-5000	1	11-15 years
908	Lindskog, Sharon	(617) 733-9207	1 Barrows St	Norton	Massachusetts	02766-3122	2	16-20 years
909	McLeod, Lisa (McLeod, Kathleen)	(617) 823-4162	134 Prospect Ave	Quincy	Massachusetts	02170-4043	2	16-20 years
910	McNally, Jeff	(303) 229-1579	48 Galloway Hill Rd	Salem	Massachusetts	01970-1245	5	16-20 years
911	Shehata, Jennifer (Shehata, Masood)	(774) 239-2793	56 Parsons Hill Dr	Worcester	Massachusetts	01603-1243	2	more than 20 years
912	Soares, Steven	(781) 417-0574	20 James St	Somerville	Massachusetts	02145-2902	4	5-10 years
913	Thurber, Jessica	(508) 244-1607	PO Box 112	Linwood	Massachusetts	01525-0112	1	16-20 years
914	Viel, Thomas	(508) 523-6929	98 Old Webster Rd	Oxford	Massachusetts	01540-2708	4	11-15 years
915	Chandler, Lynette	(630) 800-5631	50455 Theodore Ln	Chesterfield	Michigan	48051-3794	4	16-20 years
916	Delliss, Amanda	(248) 767-4187	525 Lakeside Dr	Waterford	Michigan	48328-4041	5	5-10 years
917	Demarest, Diane	(616) 481-6294	2549 Beechwood Dr SE	Grand Rapids	Michigan	49506-4254	3	11-15 years
918	Gardner, Ericka	(734) 787-8025	2201 Timberridge Dr	West Bloomfield	Michigan	48324-1471	3	16-20 years
919	Gow, Marion	(810) 252-7850	6317 2nd St # 25	Mayville	Michigan	48744-5141	4	16-20 years
920	Grocoff, Robert	(248) 342-5553	260 Gamma Rd	Walled Lake	Michigan	48390-3717	2	more than 20 years
921	Hale, Amanda	(734) 478-5532	4200 Morton Rd	Stockbridge	Michigan	49285-9447	2	11-15 years
922	Harris, Janelle	(248) 894-1825	1280 Whispering Woods	Waterford	Michigan	48327-4134	more than 5	5-10 years
923	Forejsi, Joseph	(248) 770-6394	2685 Ripple Ct	White Lake	Michigan	48383-3277	more than 5	11-15 years
924	Hubbell, Starr	(231) 420-1934	803 Parrotts Pointe Rd	Indian River	Michigan	49749-9595	more than 5	16-20 years
925	Kahl, Colleen	(586) 209-0393	3097 Wolverine Dr	Troy	Michigan	48083-5742	3	5-10 years
926	Kuhn, Denise	(989) 798-4519	507 Howard St	Bay City	Michigan	48708-7048	3	4 years
927	Lee, Kimberly	(734) 308-9186	5875 Janet St	Taylor	Michigan	48180-1163	more than 5	16-20 years
928	Mallett, Shannon	(734) 755-9542	27 Charlevoix St	New Hudson	Michigan	48165-9770	2	16-20 years
929	Munster, Ann	(586) 295-9575	21750 Ulrich St	Clinton Twp	Michigan	48036-3720	4	16-20 years
930	Nelson, Nickolas	(616) 405-9144	14368 Winding Creek Ln	West Olive	Michigan	49460-9426	5	16-20 years
931	Pirok, Carmen	(616) 516-0733	1879 Pine Blf	Hastings	Michigan	49058-8128	2	5-10 years
932	Pruett, Brittany (Wosik, Debra)	(248) 755-5000	1373 Nolta Rd	Walled Lake	Michigan	48390-3128	3	11-15 years
933	Richardson, Kari	(989) 928-9737	642 Gruber St Apt D3	Frankenmuth	Michigan	48734-1047	3	less than 1 year
934	Rutledge, Kimberly	(313) 516-5160	19675 Butternut Ln	Southfield	Michigan	48076-1792	3	11-15 years
935	Simon, Kelly (Simon, Aaron)	(906) 869-4109	256 Timber Ln	Marquette	Michigan	49855-8804	4	5-10 years
936	Stevens, Kimberlee	(231) 445-2401	10872 Townline Rd	Cheboygan	Michigan	49721-9701	1	5-10 years

EXHIBIT A

Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
937 Turner, Sue	(248) 921-2328	3553 Loon Lake Rd	Wixom	Michigan	48393-1136	4	5-10 years
938 Wallace, Bryan	(586) 703-8300	2379 Torrey Grove Ct	Fenton	Michigan	48430-9606	more than 5	more than 20 years
939 Beyer, Joshua	(218) 206-1919	4187 Fayre Rd	Duluth	Minnesota	55803-1208	3	3 years
940 Bruguier, Gary	(218) 556-2553	218 North St E	Detroit Lakes	Minnesota	55601-2534	1	2 years
941 Christensen, Angela	(218) 820-1790	602 James St Trlr 38	Brainerd	Minnesota	56401-2952	2	16-20 years
942 Flink, Kitty	(763) 447-7028	7535 Riverdale Dr N	Minneapolis	Minnesota	55444-2506	1	5-10 years
943 Giles, Jennifer	(276) 698-8102	1343 Conservatory Ct	Saint Paul	Minnesota	55117-4589	5	11-15 years
944 Herrmann, Shelley	(763) 607-7737	197 Egret Ln	Lino Lakes	Minnesota	55014-3340	1	5-10 years
945 King, Pamela	(218) 348-5187	110 Edison Blvd	Silver Bay	Minnesota	55614-1263	1	2 years
946 Kirby, Krista	(651) 230-8693	10740 Matthew Dr	Chisago City	Minnesota	55013-9462	2	3 years
947 Lamont, Clare	(320) 309-6747	4725 Minnetonka Blvd Apt 219	Minneapolis	Minnesota	55416-2239	1	11-15 years
948 Mace, Brandon	(507) 380-2387	164 Foxfire Dr	Mankato	Minnesota	56001-6892	2	5-10 years
949 Thompson, Angela	(404) 317-9019	1361 Tamberwood Trl	Woodbury	Minnesota	55125-2369	2	16-20 years
950 Coleman, James	(601) 319-7188	4205 University Ave	Laurel	Mississippi	39440-1136	2	11-15 years
951 Glover, Lindsay	(601) 641-0350	301 Mittie St	Collins	Mississippi	39428-3832	1	4 years
952 Holder, Cheryl	(601) 297-4753	722 Neely Avera Rd	Neely	Mississippi	39461-2670	2	3 years
953 Laird, Trina	(769) 239-0810	294 Golden Pine Rd	Prentiss	Mississippi	39474-4176	more than 5	3 years
954 Priest, Tijuana	(601) 994-3270	1618 Wynhurst Ct	Yazoo City	Mississippi	39194-2237	5	5-10 years
955 White, Tracie	(601) 596-8006	100 Dale Dr	Hattiesburg	Mississippi	39402-1804	1	4 years
956 Blair Piland, Cathy	(417) 830-7317	349 Shores Pkwy	Rogersville	Missouri	65742-7704	more than 5	more than 20 years
957 Butler, Amber	(816) 341-8583	1613 Clifford St	Saint Joseph	Missouri	64505-1213	2	5-10 years
958 Goodman, Yvonne	(803) 240-6859	5152 State Highway H	Forsyth	Missouri	65653-8174	1	11-15 years
959 Harris, Lorie	(314) 440-4003	2319 Foggay Bottom Dr	Florissant	Missouri	63031-2710	1	16-20 years
960 McLaughlin, Amanda	(847) 858-9650	10703 Trailway Rd	Potosi	Missouri	63664-5641	more than 5	5-10 years
961 Trudeau, Shaun	(816) 506-9387	4901 S Valley View Rd Trlr 10	Blue Springs	Missouri	64015-3851	2	1 year
962 Woods, Regina (Woods, Varnell)	(636) 248-3694	2226 Bay Tree Dr	Saint Peters	Missouri	63376-2783	more than 5	4 years
963 Black, Connie	(330) 423-3405	3150 Butte View Ln	Billings	Montana	59105-4931	5	16-20 years
964 Cooper, Kenneth	(406) 231-5357	1315 Eisenhower Ave	Great Falls	Montana	59404-6229	1	2 years
965 Gall, Jodene	(402) 616-1856	1420 Denver St	Schuyler	Nebraska	68661-1517	5	16-20 years
966 Hill, Kristi (Hill, Megan)	(402) 427-3110	2917 S 113th St	Omaha	Nebraska	68144-4713	3	5-10 years
967 Kraft, Kristine	(402) 990-9173	17151 Oakmont St	Omaha	Nebraska	68136-1924	3	11-15 years
968 Wiese, Michelle (Wiese, Gary)	(402) 317-9478	3108 Palmer Dr	Fremont	Nebraska	68025-2171	more than 5	more than 20 years
969 Allred, Cynthia	(702) 521-6358	1464 Rand Ave # 117	Carson City	Nevada	89706-3225	3	more than 20 years
970 Frost, Corbin	(801) 641-9269	2301 S Valley View Blvd Apt F06	Las Vegas	Nevada	89102-3958	more than 5	5-10 years
971 Joseph, Juanda	(702) 349-2671	447 Bell Ave	Henderson	Nevada	89015-5763	2	2 years
972 Martinez, Mickey	(559) 707-8782	2988 Del Rio Ln	Minden	Nevada	89423-7809	4	11-15 years
973 McClain, Shakya	(312) 200-0683	10175 Spencer St Apt 1088	Las Vegas	Nevada	89183-6879	2	less than 1 year
974 Moynihan, Megan	(304) 483-5666	11 Villanova Ln	Rochester	New Hampshire	03867-3334	2	11-15 years
975 Stevens, Jennifer	(603) 702-2827	1 Plum St	Exeter	New Hampshire	03833-4139	5	5-10 years
976 Trombly, Richard	(603) 801-1398	759 Somerville St Apt 3	Manchester	New Hampshire	03103-6984	1	11-15 years
977 Abdalla, Amir	(609) 608-8600	199 Pierce St Apt 1224	Somerset	New Jersey	08873-1266	more than 5	2 years
978 Ackroyd, Paula	(609) 707-2198	502 Downing Ct	Westampton	New Jersey	08060-5703	1	more than 5 years
979 Akromas, Ronald	(973) 222-2545	30 Lloyd Ave	Stanhope	New Jersey	07874-2925	2	more than 20 years
980 Amos, Robert	(201) 390-9349	1 Cottage Ave	Landing	New Jersey	07850-1305	more than 5	more than 5 years
981 Antiorio, Joseph (Bulkowski, Mary)	(201) 306-7835	296 S Boulevard	Saddle Brook	New Jersey	07663-6016	2	more than 5 years
982 Arroyo, Ermelindo	(609) 578-8617	98 Walt Whitman Way	Hamilton	New Jersey	08690-2169	1	more than 5 years
983 Arshen, Aaron	(908) 625-1756	100 Manhattan Ave Apt 608	Union City	New Jersey	07087-5227	2	5-10 years
984 Asbjorn, Deidre	(908) 358-6534	5 Oakham Ct	Toms River	New Jersey	08757-6519	3	more than 5 years
985 Bassett, Susan	(609) 540-2567	16 6th Ave	Roebling	New Jersey	08554-1206	more than 5	16-20 years
986 Bernhard, Hope	(732) 241-7637	57 Gimbel Pl	Ocean	New Jersey	07712-2565	3	more than 5 years
987 Blevins, Beth	(609) 287-4494	4711 Boxwood Pl	Mays Landing	New Jersey	08330-2820	4	11-15 years
988 Boyesen, Dawn (Boyesen, Marshal)	(908) 208-6597	30 Whitehall Rd	East Brunswick	New Jersey	08816-1316	3	more than 5 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
989	Brathwaite, JNe	(862) 371-6973	11 Vine St Apt A	Hillside	New Jersey	07205-2321	3	more than 5 years
990	Brennan, Mark	(732) 241-6297	18 Alimar Dr	Middletown	New Jersey	07748-1434	2	more than 20 years
991	Breves, Patricia	(609) 744-9711	21 15th St	Burlington	New Jersey	08016-3644	2	5-10 years
992	Brink, Erin	(973) 943-8088	17 Changebridge Rd	Montville	New Jersey	07045-9510	4	more than 5 years
993	Brocia, Joseph	(917) 494-5594	PO Box 3587	Jersey City	New Jersey	07303-3587	2	25 years
994	Bussin, Laurence	(201) 705-7012	478 Windemere Ave	Mt Arlington	New Jersey	07856-1412	2	16-20 years
995	Cancellieri, Jillian	(609) 781-7521	140 Birchfield Ct	Mount Laurel	New Jersey	08054-2567	more than 5	less than 1 year
996	Carney, Deborah (Gumpper, William)	(732) 742-5352	49 Hershey Rd	East Brunswick	New Jersey	08816-2633	5	more than 5 years
997	Ceraso, Doria	(917) 570-4207	76 Sherman Pl	Jersey City	New Jersey	07307-3729	more than 5	5-10 years
998	Charney, Steven	(609) 462-1682	53 Faxon Dr	Robbinsville	New Jersey	08691-4014	1	more than 20 years
999	Clarke, Lisa	(718) 415-4301	36 Duncan Ave Apt B2	Jersey City	New Jersey	07304-2147	2	5-10 years
1000	Cleveland, Angela	(908) 812-3672	13 Tanglewood Ct	Monmouth Junction	New Jersey	08852-2262	2	more than 5 years
1001	Cline, Theodore	(609) 313-3542	33 Rockland Ter	Lumberton	New Jersey	08048-3084	4	more than 5 years
1002	Collado, Linda (Reyes, Carmen)	(732) 589-0805	1532 State Route 27	North Brunswick	New Jersey	08902-1450	4	11-15 years
1003	Colonnelli, Laura	(201) 306-4641	152 Sunrise Dr	Hawthorne	New Jersey	07506-3221	2	more than 20 years
1004	Comollo, Diane	(732) 947-6158	133 Maryknoll Rd	Metuchen	New Jersey	08840-2849	1	11-15 years
1005	Condon, Megan	(908) 930-4920	99 Laurelhurst Dr	Keyport	New Jersey	07735-5220	2	11-15 years
1006	Cook, Jason	(732) 551-0072	15 Railroad St	Browns Mills	New Jersey	08015-3830	2	more than 5 years
1007	Covello, Mark (Covello, Mark)	(732) 851-8382	38 Templar Rd	Manalapan	New Jersey	07726-1726	5	more than 5 years
1008	Covington Jr, Kellar	(973) 518-8577	1411 Leslie St	Hillside	New Jersey	07205-1203	2	5-10 years
1009	Cumming, Cynthia	(201) 341-9217	58 Valley Way	West Orange	New Jersey	07052-5835	5	more than 5 years
1010	Dasilva, Jessica	(862) 205-9252	28 Porter Rd	Maplewood	New Jersey	07040-3313	2	more than 5 years
1011	Dejesus, Elizabeth	(917) 715-5556	4304 Club Ct	Watchung	New Jersey	07069-7423	5	more than 5 years
1012	Del Greco, Judith	(973) 479-3105	18 Edith Dr	Rockaway	New Jersey	07866-2204	3	16-20 years
1013	Desantis, Heather	(732) 575-9875	413 Hemlock Dr	Lanoka Harbor	New Jersey	08734-2621	2	more than 5 years
1014	Descicciolo, Michele	(201) 615-2799	121 Dulles Dr	Dumont	New Jersey	07628-3630	4	more than 20 years
1015	Desire, Aaron	(609) 694-8608	22 Powder Ln	Burlington	New Jersey	08016-2293	5	5-10 years
1016	Diamond, Keri	(954) 553-0587	41 W Magnolia Ave	Maywood	New Jersey	07607-1119	1	more than 5 years
1017	Dillard, Chad	(609) 694-6061	4161 Route 563	Chatsworth	New Jersey	08019-2213	2	4 years
1018	Doabler, Jennifer	(856) 777-3107	2026 Wheaton Ave	Millville	New Jersey	08332-1424	3	3 years
1019	Doctor, Audrey	(908) 295-4116	36 Pine Needle St	Wall Township	New Jersey	07731-2655	4	more than 5 years
1020	Dolan, Jean	(609) 480-0648	136 Wyndham Pl	Robbinsville	New Jersey	08691-3129	4	more than 5 years
1021	Dunleavy, Diane	(908) 202-7216	265 Manchester Rd	River Edge	New Jersey	07661-1222	1	16-20 years
1022	Easter-Fetor, Charita	(862) 588-2572	65 Hazel Ave	Livingston	New Jersey	07039-2136	4	4 years
1023	Eilenberger, Donald	(908) 216-7867	1213 Pond Rd	Spring Lake	New Jersey	07762-1962	2	16-20 years
1024	Elleston, Shanea	(848) 200-5136	1006 Giordano Ave	Parlin	New Jersey	08859-4103	3	3 years
1025	Enright, Kimberly	(732) 991-0075	6A Gulfstream Ave	Winfield Park	New Jersey	07036-7506	4	16-20 years
1026	Epstein, Elizabeth (Epstein, Brian)	(733) 715-7821	156 River Dr	Lake Hiawatha	New Jersey	07034-1934	3	11-15 years
1027	Fanale, Nancy	(201) 615-5819	4 Maidstone Ct	Toms River	New Jersey	08757-6542	3	more than 5 years
1028	Ferraro, Melissa	(973) 600-1158	1 Osbourn Ct	Tuckerton	New Jersey	08087-1038	5	more than 20 years
1029	Fittipaldi, Larry	(609) 703-3905	15 Spring Ln	Egg Harbor Township	New Jersey	08234-5217	4	more than 20 years
1030	Fleyzor, Angela	(732) 319-4886	157 Dorset Dr	Clark	New Jersey	07066-3026	3	more than 5 years
1031	Forgione, Gary	(848) 210-0967	44 Edith Ct	Toms River	New Jersey	08753-2611	3	more than 5 years
1032	Forté, Selena	(216) 903-1830	PO Box 16810	Newark	New Jersey	07101-6810	1	5 years
1033	Francis, Joseph	(856) 371-8152	436 Cedarcrest Ave	Wenonah	New Jersey	08090-1307	more than 5	more than 20 years
1034	Freiman, Stephen	(609) 922-0560	3 Argo Dr	Sewell	New Jersey	08080-1907	2	more than 5 years
1035	Friedlander, Lisa	(201) 893-4071	340 Wood Ridge Ave	Wood Ridge	New Jersey	07075-1528	2	5-10 years
1036	Fuentes, John	(609) 235-5415	180 Exton Rd Bldg 4APT 6	Somers Point	New Jersey	08244-1300	3	1 year
1037	Gardner, Darius	(908) 403-4691	263 Central Ave Fl 1	Edison	New Jersey	08817-3114	5	more than 5 years
1038	Garry, Alicia	(609) 457-7317	202 Saint James Pl	Northfield	New Jersey	08225-2052	3	more than 20 years
1039	Gartner, Robert	(908) 300-0566	88 Forest Ave	Berkeley Heights	New Jersey	07922-1468	1	more than 5 years
1040	Genova, Donna	(973) 865-3577	9 Frederick Ct	Cedar Grove	New Jersey	07009-1340	2	more than 5 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
1041	Georgiou, Anna	(908) 416-3134	330 Rolling Rock Rd	Mountainside	New Jersey	07092-2120	1	11-15 years
1042	Gilbert, Paul	(973) 462-3917	2001 US Highway 46 Ste 310	Parsippany	New Jersey	07054-1315	3	more than 5 years
1043	Glass, Ray	(917) 209-2494	78 Lowell Ave	West Orange	New Jersey	07052-3710	2	more than 5 years
1044	Goldsmith, Lauren	(732) 966-5792	1130 Aster Dr	Toms River	New Jersey	08753-1303	1	more than 5 years
1045	Goldsmith, Stacy	(201) 665-0354	316 Prospect Ave Apt 8C	Hackensack	New Jersey	07601-2574	1	more than 20 years
1046	Graham, Barbara	(973) 880-0603	3721 Royce Ct	Hillsborough	New Jersey	08844-5515	2	more than 20 years
1047	Gravina, Dominic	(201) 364-4740	1076 Koelle Blvd	Secaucus	New Jersey	07094-4230	more than 5	more than 5 years
1048	Gugliuzza, Ann	(856) 522-6922	10 Sussex Ct	Turnersville	New Jersey	08012-2125	1	more than 5 years
1049	Halko-Lewis, Lynn	(609) 204-2157	45 Village Dr	Barnegat	New Jersey	08005-1427	5	more than 20 years
1050	Harrold, Jasson	(314) 922-8108	404 Poplar Ave	Galloway	New Jersey	08205-4596	5	5-10 years
1051	Heller, Amy	(973) 479-8380	6 Rachel Ct	Long Valley	New Jersey	07853-3824	more than 5	more than 5 years
1052	Henderson, Leslie	(609) 203-3569	400 Amberleigh Dr	Pennington	New Jersey	08534-1961	1	16-20 years
1053	Heraram, Diya	(201) 424-4673	802 2nd St	Union Beach	New Jersey	07735-2859	4	more than 20 years
1054	Herman, Stephen	(908) 839-2033	65 Sunnybrook Dr	Freehold	New Jersey	07728-2929	2	more than 5 years
1055	Highley, Marcia	(646) 761-8971	18 Clifford St Apt 2	East Orange	New Jersey	07018-2025	5	5 years
1056	Hofmann, Susan	(201) 741-3565	8 Arlington Pl	Fair Lawn	New Jersey	07410-3506	5	more than 5 years
1057	Holmed, Stephanie	(856) 689-1588	164 Kirkbride Rd	Voorhees	New Jersey	08043-1815	2	more than 5 years
1058	Horoszewski, Shirley	(908) 334-8634	560 Juniper Ln	Bridgewater	New Jersey	08807-1129	2	more than 5 years
1059	Howlett, Patricia	(908) 910-1034	563 Radio Rd	Little Egg Harbor Twp	New Jersey	08087-1805	more than 5	3 years
1060	Huarachi, Deborah	(201) 400-6164	14 Black Watch Trl	Morristown	New Jersey	07960-3603	3	more than 20 years
1061	Hulsman, Michele	(201) 240-5338	PO Box 1904	Bayonne	New Jersey	07002-6904	2	more than 20 years
1062	Isom, Sabrina	(609) 209-6529	1448 W State St	Trenton	New Jersey	08618-5122	1	more than 5 years
1063	Jacome, Kevin	(908) 930-1068	619 Clinton Ave Apt 4	Plainfield	New Jersey	07063-1473	2	5-10 years
1064	Jakowiczuk, Dianne	(856) 627-8901	137 Berlin Rd	Gibbsboro	New Jersey	08026-1205	3	more than 5 years
1065	Jeremiah, Katie	(908) 872-1664	27 Rosalie St	Manville	New Jersey	08835-2311	1	more than 5 years
1066	Johannessen, Erin	(973) 632-7773	8 Joyce Dr	Succasunna	New Jersey	07876-1815	2	more than 5 years
1067	Johnson, Gloria (Johnson, Oren Gamel)	(848) 203-2799	232 Lawrence Ave	North Plainfield	New Jersey	07063-1657	2	more than 5 years
1068	Johnstone, Paige	(732) 278-5333	62 Fairview Ave	Brick	New Jersey	08724-4368	4	1 year
1069	Karp, Cindy	(917) 693-1319	42 Easedale Rd	Wayne	New Jersey	07470-2484	1	more than 5 years
1070	Kearns, Karen	(973) 439-1915	87 Hook Mountain Rd	Montville	New Jersey	07045-9619	1	16-20 years
1071	Kelley, Kerry	(973) 980-2229	102 Park St	Montclair	New Jersey	07042-2929	2	more than 5 years
1072	Kerwin, Tippy	(973) 600-0469	248 Springbrook Trl	Sparta	New Jersey	07871-2040	3	16-20 years
1073	Keum, Andrew	(917) 697-7317	3103 Windsor Park Ct	Englewood	New Jersey	07631-4981	5	11-15 years
1074	Kielkowski, Amy	(908) 216-0722	101 Molina Ct	Manchester	New Jersey	08759-6224	4	more than 5 years
1075	Lambert, Diana	(609) 433-6660	38 Longwood Dr	Trenton	New Jersey	08620-2415	4	16-20 years
1076	Lawrence, Brian	(914) 233-6865	236 Montgomery St	Highland Park	New Jersey	08904-2406	1	3 years
1077	Lawver, Mike	(910) 915-6816	104 Washington Ave	Berlin	New Jersey	08009-1608	5	more than 5 years
1078	Leibowitz, Mark	(973) 256-7620	35 Lopez Rd	Cedar Grove	New Jersey	07009-1124	5	more than 20 years
1079	Lichtenberger, Denise	(609) 457-4241	4 Newall Ave	Egg Hbr Twp	New Jersey	08234-5318	5	11-15 years
1080	Love, James (Love, Heather)	(856) 745-0699	42 Wagon Ln	Cherry Hill	New Jersey	08002-1560	2	more than 5 years
1081	Madelinckas, Stephen	(917) 992-4651	17 Parkway Way	Englishtown	New Jersey	07726-3891	1	more than 5 years
1082	Maio, Joseph	(201) 316-7696	208 Bush Ln	Mahwah	New Jersey	07430-3224	3	more than 20 years
1083	March, Anthony	(609) 854-0492	33 E Weber Ave Apt 1	Villas	New Jersey	08251-2459	1	less than 1 year
1084	Marcucci, Matthew	(856) 649-9219	195 Fries Mill Rd Apt 1007	Turnersville	New Jersey	08012-2022	4	more than 5 years
1085	Mardekian, Aram	(201) 755-5897	19 Fuller St	Dumont	New Jersey	07628-2213	4	more than 5 years
1086	Markowski, Heather	(201) 937-4688	418 4th St Apt 2	Carlstadt	New Jersey	07072-1301	1	5-10 years
1087	Martin, Reggie (Martin, Eary)	(252) 725-3161	587 Moonachie Ave	Wood Ridge	New Jersey	07075-1821	1	more than 5 years
1088	Martinez, Antonio	(201) 388-2365	900 Ave At Port Imperial Blvd	Weehawken	New Jersey	07086-6101	1	more than 5 years
1089	McNeil, Denise	(917) 280-5089	108 Renner Ave	Newark	New Jersey	07112-2522	2	more than 5 years
1090	Moreno, Ronald (Pfannenstien, Valerie)	(856) 491-5809	2 Drake Ter	Sewell	New Jersey	08080-1707	5	16-20 years
1091	Mosca, Anne	(646) 387-2019	232 Pavia Ave Apt 1011	Jersey City	New Jersey	07302-1764	1	more than 5 years
1092	Moumbow, Kimberly	(973) 715-3195	56 Berry Rd	Sussex	New Jersey	07461-3008	2	more than 20 years

EXHIBIT A

Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
1093 Murkey, Shekeya	(732) 675-0458	1750 S 2nd St	Piscataway	New Jersey	08854-1742	5	5 years
1094 Nagy, Jennifer	(973) 219-2096	576 State Route 94 S	Newton	New Jersey	07860-5027	5	16-20 years
1095 O'Connell, Teresa	(973) 830-7430	32 6th Ave	Clifton	New Jersey	07011-2906	3	11-15 years
1096 Oakley Mari, Michelle	(908) 418-6672	2581 Mountain Ave	Scotch Plains	New Jersey	07076-1535	4	more than 5 years
1097 Olivo, Clara	(973) 670-1717	13 Broad Ave	Stanhope	New Jersey	07874-3411	2	more than 20 years
1098 Orzol, John	(860) 798-5645	25 Eleanor St	Old Bridge	New Jersey	08857-4119	4	more than 20 years
1099 Otero, Maureen	(646) 226-8847	231 Willow St	Port Reading	New Jersey	07064-1216	2	more than 20 years
1100 Pagnozzi, Joseph	(973) 908-2331	202 Elberon Ave	Paterson	New Jersey	07502-1627	2	11-15 years
1101 Park, James (Park, In)	(201) 994-8807	123 E Harwood Ter Apt 1	Palisades Park	New Jersey	07650-3067	4	5-10 years
1102 Pavone, Jared	(973) 747-7873	12 Berkshire Dr	Wayne	New Jersey	07470-5219	3	16-20 years
1103 Perry, Simon	(917) 518-2416	PO Box 232	Oldwick	New Jersey	08858-0232	4	11-15 years
1104 Peters, Kelly	(973) 954-1377	1 Gails Ct	Highland Lakes	New Jersey	07422-1134	3	more than 5 years
1105 Piazza, Nicholas	(917) 567-3486	50 Knox Ln	Manalapan	New Jersey	07726-2931	3	more than 5 years
1106 Pipeling, David	(732) 267-6217	183 Panoast Mill Rd	Buena	New Jersey	08310-1610	3	more than 20 years
1107 Potter, Michael	(201) 725-7140	328 Beech St	Kearny	New Jersey	07032-3104	5	16-20 years
1108 Pruefer, Alexander (Pruefer, Rich)	(201) 321-6034	27 Wellington Pl	Westwood	New Jersey	07675-1525	3	11-15 years
1109 Puccio, Matthew	(718) 614-3891	17 Trade Winds Dr	Randolph	New Jersey	07869-1239	2	16-20 years
1110 Quevedo, Arlene	(732) 977-8634	149 Brigantine Rd	Manahawkin	New Jersey	08050-1307	3	more than 5 years
1111 Quinones, Matthew	(347) 761-9169	25 Stiles Pl	Freehold	New Jersey	07728-2932	3	1 year
1112 Reardon-Kary, Patricia	(201) 873-2581	7-35 Henderson Blvd	Fair Lawn	New Jersey	07410-1510	1	more than 5 years
1113 Rimasse, Victoria	(201) 638-3841	46 Exton Ave Apt B1	North Arlington	New Jersey	07031-6400	2	16-20 years
1114 Romaine, Carol	(856) 341-6713	1711 Pin Oak Rd	Williamstown	New Jersey	08094-2021	more than 5	more than 5 years
1115 Roswadowsky, Wendy	(201) 232-0665	65 Dorchester Rd	Emerson	New Jersey	07630-1081	4	more than 20 years
1116 Sadowski, Kristine	(609) 351-4192	711 Old Indian Mills Rd	Tabernacle	New Jersey	08088-9021	4	more than 5 years
1117 Sands, Eric	(973) 202-2555	52 Kirk St	West Orange	New Jersey	07052-5822	1	more than 20 years
1118 Sanford, Joseph	(862) 258-0817	11 Budd St	Morristown	New Jersey	07960-5075	1	5-10 years
1119 Schaffer, Fred	(732) 533-9330	8 Rodin Ln	Marlboro	New Jersey	07746-1169	2	16-20 years
1120 Shaughnessy, Robin	(732) 580-1712	17 Richard Rd	Farmingdale	New Jersey	07727-3719	5	more than 5 years
1121 Sheridan, Maureen	(908) 591-4866	255 Bloomingdale Ave	Cranford	New Jersey	07016-2563	2	16-20 years
1122 Shiggs, Shaeisha	(973) 508-5986	540 N Grove St Apt 1	East Orange	New Jersey	07017-4909	5	4 years
1123 Shimon, Sarah	(973) 229-6765	9 Brotherton Ave	Rockaway	New Jersey	07866-4801	2	less than 1 year
1124 Shofmakher, Simon	(973) 224-0537	18 Magnolia Ter	Springfield	New Jersey	07081-4208	3	more than 5 years
1125 Shofmakher, Svetlana	(201) 306-6322	18 Magnolia Ter	Springfield	New Jersey	07081-4208	1	more than 5 years
1126 Siciliano, Joseph	(973) 897-9983	6 Spring Hollow Rd	Wantage	New Jersey	07461-3067	3	more than 5 years
1127 Sieder, Stephen	(609) 204-4951	107 Route 50	Corbin City	New Jersey	08270-2500	5	more than 5 years
1128 Siegel, Stacy	(862) 268-6977	PO Box 99	Landing	New Jersey	07850-0099	4	more than 20 years
1129 Skolnick, Norman	(732) 221-3165	714 Wexler Pl	South Plainfield	New Jersey	07080-5552	4	more than 5 years
1130 Slead, Anthony	(302) 540-5795	41 Cherry St	Mount Holly	New Jersey	08060-1834	3	more than 5 years
1131 Smithouser, David	(609) 226-8925	415 Dogwood Ave	Egg Harbor Township	New Jersey	08234-9443	5	more than 5 years
1132 Sodano, Gail	(973) 980-4775	24 Westover Ave	Caldwell	New Jersey	07006-4807	5	11-15 years
1133 Sorbara, Glenn	(609) 618-4487	27 Saint Mary Ave	Manahawkin	New Jersey	08050-5615	3	5-10 years
1134 Sozio, Mariangela	(609) 841-9196	330 Carranza Rd	Tabernacle	New Jersey	08088-9300	3	16-20 years
1135 Spink, Serafina (Loffredo, Carla)	(551) 404-5455	52 Cambridge Pl	Englewood Cliffs	New Jersey	07632-2041	3	more than 20 years
1136 Spratt, Cheryl	(908) 391-8914	138 Oxford Place	Williamstown	New Jersey	08094-1527	2	16-20 years
1137 Stoll, Gillian	(201) 738-2470	155 Leeds Ct	Madison	New Jersey	07940-1160	3	16-20 years
1138 Strausser, Stephanie (Strausser, L. G.)	(484) 821-7886	175 Prospect Ave	Phillipsburg	New Jersey	08865-1517	1	16-20 years
1139 Suriaga, Daniel	(201) 509-0962	6 Elizabeth Ct	Little Ferry	New Jersey	07643-1705	4	11-15 years
1140 Svacak, Trudy	(609) 915-3707	171 Main St	Trenton	New Jersey	08620-2311	2	16-20 years
1141 Tarantino, Rose	(732) 277-6254	25 Blake Dr	Clark	New Jersey	07066-1645	3	more than 5 years
1142 Taylor, Kathleen	(732) 910-0129	45 Roll Ave	South Amboy	New Jersey	08879-1020	3	more than 5 years
1143 Teeple, Elisabeth	(973) 330-7557	106 Van Breenman Dr	Clifton	New Jersey	07013-1714	2	5-10 years
1144 Thomas, Charlene	(201) 452-4567	88 Forest Way	Morris Plains	New Jersey	07950-3276	more than 5	4 years

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	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
1145	Thompson, Jerry	(480) 510-5378	496 W Shore Trl	Sparta	New Jersey	07871-1422	3	3 years
1146	Thompson, Kathleen	(201) 280-3583	10 Lincoln Ave	Elmwood Park	New Jersey	07407-1615	1	more than 5 years
1147	Tomaziefski, Lauren	(609) 410-6352	35 Smokey Run Dr	Berlin	New Jersey	08009-1537	1	5-10 years
1148	Tomesco, Jessica	(201) 895-9358	73 Union Ave	Clifton	New Jersey	07011-3065	1	1 year
1149	Tompson, Robert	(973) 229-5084	15 Smithfield Dr	Springfield	New Jersey	07081-2758	4	more than 5 years
1150	Troccoli, Jacqueline (Troccoli, Laura)	(732) 580-9761	11 Monroe Pl	Cranbury	New Jersey	08512-2711	3	16-20 years
1151	Trosko, Greg	(609) 462-1199	1616 Aspen Dr	Plainsboro	New Jersey	08536-3617	1	16-20 years
1152	Vaughn, Serena	(908) 764-5229	150 Grove St	Elizabeth	New Jersey	07202-1150	1	more than 5 years
1153	Velazquez, John	(201) 937-1591	332 Wilson Ave	Lyndhurst	New Jersey	07071-3324	1	5-10 years
1154	Veloz, Francisco	(201) 737-9419	1040 Broadway Apt 4	Bayonne	New Jersey	07002-4176	2	4 years
1155	Vitaldas, Dinesha	(646) 823-4667	7 Lily Ct	Monroe Township	New Jersey	08831-5341	3	11-15 years
1156	Webb, Douglas	(609) 922-6964	212 Richmond Rd	Mullica Hill	New Jersey	08062-4418	1	more than 20 years
1157	Weiner, Cheryl	(917) 816-2143	78 Metro Vista Dr	Hawthorne	New Jersey	07506-3430	2	more than 5 years
1158	White, Eric	(973) 687-2612	9 Dodd St Apt B6	Bloomfield	New Jersey	07003-4621	2	16-20 years
1159	White, Latasha	(973) 818-1895	358 Rector St Apt 604	Perth Amboy	New Jersey	08861-4370	1	11-15 years
1160	White, Valerie	(973) 803-0279	17 14th Ave	Newark	New Jersey	07103-3010	more than 5	more than 5 years
1161	Williams, Susan	(516) 514-9321	5411 Town Ct S	Lawrence Township	New Jersey	08648-4764	4	3 years
1162	Wnorowski, Thomas	(609) 774-2901	6 Crescent Blvd	Millville	New Jersey	08332-6420	1	more than 5 years
1163	Woods, Jyannah	(973) 454-9628	207 Rivendell Way	Edison	New Jersey	08817-2007	4	more than 5 years
1164	Wright, Amanda	(862) 576-4802	58 Alexander St	Newark	New Jersey	07106-1905	1	more than 5 years
1165	Yankovich, Joseph	(917) 697-3008	74 Dana Pl	Englewood	New Jersey	07631-3601	2	more than 5 years
1166	Yeager, Danielle	(856) 264-0777	415 Grand Ave	Blackwood	New Jersey	08012-4535	1	more than 5 years
1167	Wolford, Sheri	(575) 494-3413	220 E Spruce St Apt 17	Deming	New Mexico	88030-3756	1	5-10 years
1168	Aliotta, Antoinette	(718) 551-5371	125 Latourette St	Staten Island	New York	10309-3432	1	5-10 years
1169	Bekas, Sierr	(917) 574-5999	11 Andover Pl	Huntington	New York	11743-5201	2	more than 20 years
1170	Casiano, Myra	(646) 662-5461	790 11th Ave Apt 36A	New York	New York	10019-3521	4	more than 20 years
1171	Cerone, Theresa	(845) 625-8507	26 Elizabeth Dr	Hopewell Junction	New York	12533-5121	4	more than 20 years
1172	Condell, Andrew	(646) 042-0001	663 Vanderbilt Ave	Brooklyn	New York	11238-6528	1	less than 1 year
1173	Curran, Heather	(585) 719-7405	601 S Lincoln Rd	East Rochester	New York	14445-1523	1	5-10 years
1174	Dascole, Thomas	(516) 316-6570	2315 Motor Pkwy	Ronkonkoma	New York	11779-4724	4	more than 20 years
1175	Eisenbise, Krystal	(518) 512-7339	17 Wyomanock Rd	Stephentown	New York	12168-2614	3	2 years
1176	Fara, Kaplan	(516) 330-2747	55 Landing Rd	Glen Cove	New York	11542-1862	2	16-20 years
1177	Ferrante, Joseph (Py, Linda)	(323) 369-0438	12 Whisler Ct	Saratoga Springs	New York	12866-8446	2	16-20 years
1178	Gage, Rory	(917) 923-6478	129 Main St	Cornwall	New York	12518-1526	1	more than 20 years
1179	Gentilcore, Amanda	(917) 693-0143	10685 S Park Ave	Clarence	New York	14031-2236	3	3 years
1180	Haws, Steven	(845) 616-3353	1085 Warburton Ave Apt 226	Yonkers	New York	10701-1012	3	5-10 years
1181	Homan, Karen	(518) 229-6942	162 W Chestnut St Apt 4	Kingston	New York	12401-5946	1	11-15 years
1182	Humbert, Gabriel	(518) 229-6942	15 S Seine Dr	Cheektowaga	New York	14227-3036	2	11-15 years
1183	Infanco, Michael	(631) 942-3850	1 Sioux Dr	Comack	New York	11725-4615	4	more than 20 years
1184	Jaskowiak, Tami (Jaskowiak, Christopher)	(716) 374-3685	2510 Niagara Rd	Niagara Falls	New York	14304-2019	5	4 years
1185	Jensen, Barbara A	(315) 681-0179	PO Box 161	Harrisville	New York	13648-0161	2	16-20 years
1186	Johnston, Michael	(516) 603-3361	25 Bayside Ave	Oyster Bay	New York	11771-1416	1	5-10 years
1187	Keefe-Esposa, Linda	(516) 316-6361	87 Fletcher Ave	Valley Stream	New York	11580-4048	2	more than 20 years
1188	Kizale, Jessica	(917) 747-3157	111 W 16th St Apt 6J	New York	New York	10011-6250	2	11-15 years
1189	Lanzillo, David	(585) 880-6242	6330 Candle Light Run	Victor	New York	14564-9592	4	11-15 years
1190	Loughren, John	(917) 565-6454	87 High View Ter	Pleasantville	New York	10570-1222	2	11-15 years
1191	Martin, Jennifer	(631) 721-6225	2 Patrick St	West Babylon	New York	11704-6811	3	16-20 years
1192	Massey, Lakisha	(607) 206-2178	10 Ritchie Rd	Binghamton	New York	13901-1534	3	16-20 years
1193	Pagan, Robin	(718) 791-7389	11959 27th Ave Apt 3A	Flushing	New York	11354-1058	1	16-20 years
1194	Pollot, Kathy	(315) 719-1267	393 Wagner St Lot 101	Waterloo	New York	13165-6704	3	3 years
1195	Pond, Wade (Pond, Jessica)	(717) 413-6655	4 Rutland Ln	Melville	New York	11747-2614	more than 5	11-15 years
1196	Ramos Garcia, Sonia	(631) 804-4470	87 Meadowmere Ave	Mastic	New York	11950-4718	2	16-20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
1197	Ramos, Luis	(973) 419-3327	70 Hillcrest Vlg W Apt A2	Niskayuna	New York	12309-3825	4	3 years
1198	Richards, Ethel	(917) 445-0073	505 E 54th St	Brooklyn	New York	11203-5416	2	more than 20 years
1199	Samaneh, Reema	(914) 450-2327	34 Caroline Ave	Yonkers	New York	10703-1309	2	more than 5 years
1200	Savino, Carol	(607) 857-1842	21 Glendale Dr	Horseheads	New York	14845-1248	2	16-20 years
1201	Scott, Ciara	(585) 474-6490	228 N Goodman St	Rochester	New York	14607-1192	1	5-10 years
1202	Scully, Edward	(518) 694-2922	20 Dennis Dr	Clifton Park	New York	12065-6031	4	11-15 years
1203	Sennett, Jennifer	(845) 807-1400	124 West St	Liberty	New York	12754-1435	5	5-10 years
1204	Telese, James	(646) 734-5974	170 12th St # 3	Brooklyn	New York	11215-3918	2	16-20 years
1205	Allan, Pamela M	(910) 894-2312	108 Eastside Dr	Rockingham	North Carolina	28379-3920	3	16-20 years
1206	Anderson, Karen	(336) 494-8782	1119 Morgan Glen Dr	Burlington	North Carolina	27217-9278	2	5-10 years
1207	Belvedere, Christopher	(828) 421-0248	PO Box 1298	Highlands	North Carolina	28741-1298	5	4 years
1208	Bethea, Yolanda	(336) 577-1774	2841 Spangenberg Rd	Winston Salem	North Carolina	27127-9070	more than 5	4 years
1209	Branch, Michelle	(919) 903-7182	105 Pricket Ln	Clayton	North Carolina	27527-5013	3	11-15 years
1210	Combs, Karen	(919) 475-5197	614 Wanda Ridge Dr	Durham	North Carolina	27712-2766	2	3 years
1211	Cuthbertson, Kristy	(704) 320-0339	PO Box 877	Wingate	North Carolina	28174-0877	5	11-15 years
1212	Dario, Veronica	(704) 634-3171	2004 Ridley Park Ct	Indian Trail	North Carolina	28079-7100	5	11-15 years
1213	Hazelwood, Melissa	(743) 244-0502	749 Park Springs Rd	Providence	North Carolina	27315-9588	3	less than 1 year
1214	Hood, Lauren	(434) 282-8812	1207 College St	Oxford	North Carolina	27565-2510	2	5-10 years
1215	Mankes, Kyle	(919) 604-2876	4407 Susan Dr	Raleigh	North Carolina	27603-3833	2	11-15 years
1216	McKorie, Susan	(704) 231-2048	5103 Unionville Rd	Monroe	North Carolina	28110-9439	2	16-20 years
1217	Montague, Selena	(347) 528-9615	10700 Nelson Ridge Ct Apt 305	Raleigh	North Carolina	27617-4876	2	5-10 years
1218	Padgett, Tori	(336) 889-3002	115 Brooke Ridge Dr	Thomasville	North Carolina	27360-5677	2	11-15 years
1219	Pierce Arocho, Nichole	(336) 601-9307	1000 Russtown Rd NW	Ocean Isle Beach	North Carolina	28469-3555	4	16-20 years
1220	Reed, Kathy	(828) 291-2751	404 Peaceful Never Mountain Rd	Taylorsville	North Carolina	28681-7180	2	5-10 years
1221	Robinson, Florence	(910) 987-3222	6368 Lake Trail Dr	Fayetteville	North Carolina	28304-0570	2	16-20 years
1222	Stewart, Tracy	(704) 473-4002	123 Wilderness Trl	Kings Mountain	North Carolina	28086-6207	2	more than 20 years
1223	Tann, Patsy	(252) 395-2689	PO Box 206	Garysburg	North Carolina	27831-0206	2	16-20 years
1224	Thomas, Belynda	(704) 221-2407	2208 Wheaton Way	Monroe	North Carolina	28112-6189	2	more than 20 years
1225	Thomas, Norris	(336) 816-6102	4070 Huntinggreen Ln Apt F	Winston Salem	North Carolina	27106-4328	1	5-10 years
1226	Whittaker, Robert	(828) 461-8420	4349 Oxford School Rd	Catawba	North Carolina	28609-8323	5	11-15 years
1227	Gleyre, Robin	(701) 495-3216	850 5th St W	Dickinson	North Dakota	58601-4706	4	4 years
1228	Taylor, Stephen	(815) 876-6616	170 Souris Dr	Minot	North Dakota	58701-5029	3	3 years
1229	Allen, Corinna	(330) 360-2033	631 Magie Ave	Fairfield	Ohio	45014-1717	5	more than 20 years
1230	Barnes, Lacey (Barnes, Bryan)	(440) 308-7756	PO Box 152	Bethesda	Ohio	43719-0152	5	11-15 years
1231	Bederman, Ilya	(216) 533-2956	35974 Meadowdale Dr	Solon	Ohio	44139-3061	4	less than 1 year
1232	Bennett, Alicia (Walker, Eric)	(937) 509-6506	6521 E New Market Rd	Hillsboro	Ohio	45133-7727	2	5-10 years
1233	Boyer, Joshua	(614) 701-7925	367 E 11th Ave	Columbus	Ohio	43201-2259	3	5-10 years
1234	Bradley, Carl	(614) 306-7288	1465 Sedgelfield Dr	New Albany	Ohio	43054-9429	3	more than 20 years
1235	Cavallaro, Shauna	(808) 772-1889	10336 Tallmadge Rd	Diamond	Ohio	44412-9744	5	11-15 years
1236	Curry, Laura	(937) 763-0117	12446 US Highway 62	Leesburg	Ohio	45135-9686	2	less than 1 year
1237	Deneris, Barbara	(216) 218-1765	23976 Lyman Blvd	Shaker Heights	Ohio	44122-2156	4	11-15 years
1238	Easton, Jim	(513) 885-0407	4275 Hamilton Cleves Hwy #38	Ross	Ohio	45061	3	more than 20 years
1239	Evans, Mark	(440) 785-3893	26935 Elizabeth Ln	Ormsd Twp	Ohio	44138-1152	2	16-20 years
1240	Ford, Darren	(312) 945-1972	15468 Sand Ridge Rd	Bowling Green	Ohio	43402-9705	3	5-10 years
1241	Grein, Michele	(216) 299-0066	2980 Alexa Ct	Twinsburg	Ohio	44087-4204	1	more than 20 years
1242	Inman Abuhitwa, Shelly	(330) 419-9858	172 Russell Ave	Barberton	Ohio	44203-4602	more than 5	5-10 years
1243	Lawson, Lisa	(419) 575-2416	131 Ada Ave	Bowling Green	Ohio	43402-3802	1	16-20 years
1244	Mobley, Colette	(708) 307-1626	1249 Green Valley Dr Unit B	Heath	Ohio	43056-9321	1	5-10 years
1245	Redding, Patricia	(419) 357-4064	1219 E Perkins Ave Apt J5	Sandusky	Ohio	44870-5057	1	11-15 years
1246	Sutter, Gretchen	(419) 512-7374	616 Heidi Ln	Mansfield	Ohio	44904-1680	1	16-20 years
1247	Szaif, Margaret	(480) 392-9033	1315 Countryside Dr	Findlay	Ohio	45840-6200	1	more than 5 years
1248	Tahir, Tavba	(330) 620-2718	3478 Bancroft Rd	Fairlawn	Ohio	44333-3059	3	more than 20 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
1249	Tomlinson, Lynn (Etzler, Paul)	(602) 757-8070	6800 Wilson Mills Rd	Gates Mills	Ohio	44040-9624	more than 5	11-15 years
1250	Vega-Rivera, Maribel	(216) 870-7899	13616 Carrington Ave	Cleveland	Ohio	44135-4958	3	5-10 years
1251	Vinson, Donna	(330) 554-0705	9496 Community Rd	Windham	Ohio	44288-1260	2	11-15 years
1252	Williams, Casey	(740) 605-2222	PO Box 7	Somerset	Ohio	43783-0007	1	1 year
1253	Spuehler, David	(405) 719-0055	1116 Cedarcrest St	Norman	Oklahoma	73071-6874	more than 5	11-15 years
1254	Willard, Kristopher	(918) 225-9589	403 Elm St	Pawnee	Oklahoma	74058-3039	2	16-20 years
1255	Becker, Malcolm	(503) 313-4593	1800 SE Paloma Ave	Gresham	Oregon	97080-9153	4	16-20 years
1256	Cordova, Justin	(619) 964-4230	5470 McLeod Ln NE Apt 204	Keizer	Oregon	97303-2343	1	3 years
1257	Ferris, Sherry	(503) 380-4161	PO Box 3512	La Pine	Oregon	97739-0086	4	5-10 years
1258	McMahan, Ruth	(530) 238-0915	864 E 10th St	Coquille	Oregon	97423-1516	3	2 years
1259	Noblitt, Diana	(503) 619-9190	1135 S Nectarine St	Cornelius	Oregon	97113-6521	2	more than 20 years
1260	Anderson, Dewey	(814) 598-7632	482 Jo Jo Rd	Kane	Pennsylvania	16735-3318	1	11-15 years
1261	Bartholomew, Wendi	(570) 730-9758	224 Columbia Ave	Palmerton	Pennsylvania	18071-1503	4	5-10 years
1262	Carbaugh, Kelsey	(717) 283-5168	304 Red Cedar Ln	Marietta	Pennsylvania	17547-9754	3	5-10 years
1263	Chase, George	(412) 430-2020	430 Lebanon Manor Dr	Pittsburgh	Pennsylvania	15122-3223	4	less than 1 year
1264	Detore, Aaron	(561) 676-0705	502 Kettering St	Greensburg	Pennsylvania	15601-1441	2	11-15 years
1265	Dichristina, Frank	(973) 668-1594	407 Park Cir Apt D	Clarion	Pennsylvania	16214-1777	3	5-10 years
1266	Eckholm, Connie	(570) 660-5589	1045 Sugar Run Rd	Mill Hall	Pennsylvania	17751-8583	4	16-20 years
1267	Gaston, Heather	(484) 843-3408	139 S Carol Blvd	Upper Darby	Pennsylvania	19082-2913	4	less than 1 year
1268	Graeves, Glenn	(724) 372-0466	110 Sequoia Dr	Mercer	Pennsylvania	16137-9305	2	more than 20 years
1269	Hearn, Deborah	(412) 298-3033	3924 Winshire St	Pittsburgh	Pennsylvania	15212-1630	2	11-15 years
1270	Jones, Beverly	(724) 332-4198	1504 Alveretta Blvd	New Castle	Pennsylvania	16101-3018	2	less than 1 year
1271	Karasek, Jodi	(724) 331-7025	11836 McKee Rd	North Huntingdon	Pennsylvania	15642-2357	4	16-20 years
1272	Karen, Foutz, Catherine)	(717) 371-2782	2527 Mayfair Dr	Lancaster	Pennsylvania	17603-4137	2	11-15 years
1273	Kelleher, Caroline	(215) 768-7796	914 N Randolph St Rear F	Philadelphia	Pennsylvania	19123-1450	1	3 years
1274	King, Ashley (Stanley, James)	(267) 746-9202	39 Honeysuckle Ln	Levittown	Pennsylvania	19055-1321	5	5-10 years
1275	Messina, Joe	(412) 310-9275	26 Rossi Dr	Mc Kees Rocks	Pennsylvania	15136-1856	3	11-15 years
1276	Poindexter, Antoinette	(267) 800-3632	8624 Rugby St	Philadelphia	Pennsylvania	19150-2706	1	11-15 years
1277	Purinton, Lisa	(610) 299-9938	685 N Guernsey Rd	West Grove	Pennsylvania	19390-9217	3	more than 20 years
1278	Riley, Deborah	(267) 455-4087	210 Hayreek Rd	Birdsboro	Pennsylvania	19508-2210	1	5-10 years
1279	Ruiz, Adriana (Perez, Anthony)	(570) 578-6070	1240 Birkbeck St	Freeland	Pennsylvania	18224-1204	3	5-10 years
1280	Scanlon, Barbara	(610) 675-5592	330 Yamall Dr	Springfield	Pennsylvania	19064-3531	4	16-20 years
1281	Taylor, Danielle	(412) 758-4673	21 S Harrison Ave	Pittsburgh	Pennsylvania	15202-3723	1	5-10 years
1282	Trudeau, Pablo	(484) 886-9609	1208 Rexton Dr	West Chester	Pennsylvania	19380-6162	2	5-10 years
1283	Turner, Crescenda	(814) 931-4972	97 Plum St Apt 3	Williamsburg	Pennsylvania	16693-1232	more than 5	1 year
1284	Walker, Cynthia	(267) 804-8081	5714 Nassau Rd	Philadelphia	Pennsylvania	19131-3430	2	4 years
1285	Walters, Nathan	(484) 332-6765	169 Gateshead Way	Phoenixville	Pennsylvania	19460-1049	more than 5	16-20 years
1286	Wible, Erin	(267) 226-4455	2833 Sellers St	Philadelphia	Pennsylvania	19137-1922	5	11-15 years
1287	Williams, Lynette	(814) 573-3764	485 Walnut St	Meadville	Pennsylvania	16335-4415	1	2 years
1288	Young, Brad	(814) 935-1311	124 E Caroline Ave	Altoona	Pennsylvania	16602-5505	4	5-10 years
1289	Merola, Michelle	(401) 465-0895	7 Rivet Dr	Lincoln	Rhode Island	02865-4305	2	more than 20 years
1290	Araujo, Nicholas	(864) 752-5640	201 Terilyn Ct	Greenville	South Carolina	29611-7296	1	11-15 years
1291	Bracey, Edward	(803) 457-1013	9923 Wilson Blvd	Blythehood	South Carolina	29016-9022	2	5-10 years
1292	Burroughs, Malesha	(843) 241-3917	1932 Emanuel St	Georgetown	South Carolina	29440-3020	3	3 years
1293	Cellini, Patricia	(301) 343-0905	9025 Loggerhead Ct	Myrtle Beach	South Carolina	29579-5285	2	11-15 years
1294	Conklin, John	(973) 879-7695	800 Monterosa Dr	Myrtle Beach	South Carolina	29572-8169	5	5-10 years
1295	Farnsworth, Joseph	(912) 312-0874	5631 Imboden St Apt D	Columbia	South Carolina	29206-6065	2	11-15 years
1296	Houston, Latoya	(843) 624-5887	2433 Francis Marion Rd	Florence	South Carolina	29506-5634	4	1 year
1297	Jarquín, Veronica	(803) 673-9453	219 Meades Ct	Lexington	South Carolina	29073-7820	more than 5	16-20 years
1298	McCoy, Kerri Jo (McCoy, Seth)	(843) 424-9315	742 Mink Ave PMB 141	Murrells Inlet	South Carolina	29576-6300	4	11-15 years
1299	McKeown Sr, Robert	(631) 278-2256	367 Andorra St	Longs	South Carolina	29568-9231	4	11-15 years
1300	Richard, Michael	(321) 626-7391	360 Gibbs Rd	Wellford	South Carolina	29385-9395	2	16-20 years

EXHIBIT A

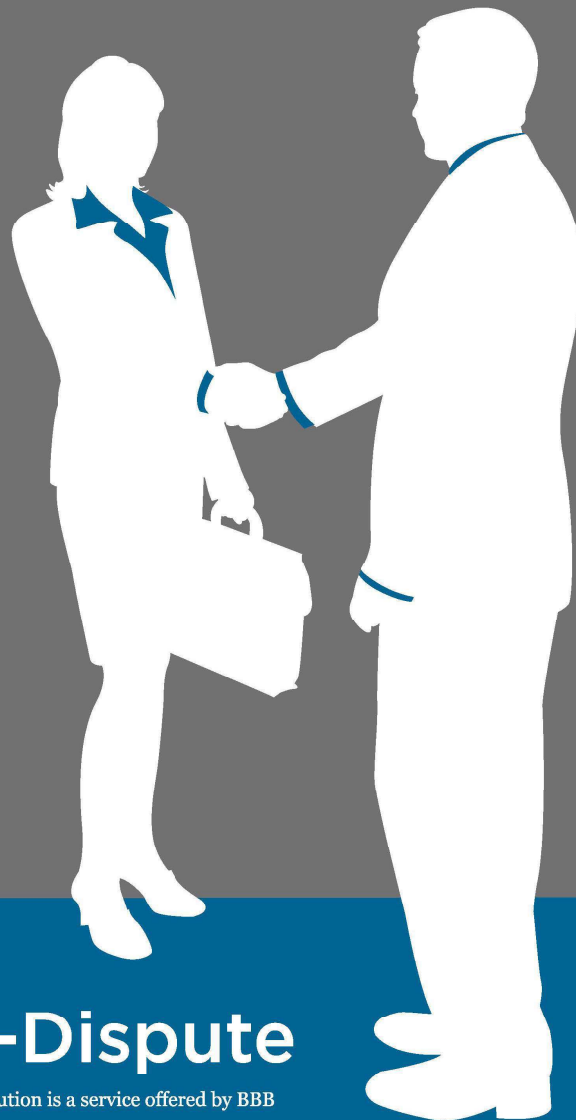
	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
1301	Wright, Andrea	(843) 789-9759	203 Sedona Dr	Summerville	South Carolina	29486-2462	4	3 years
1302	Villanueva, Gerald	(626) 344-6643	41 W Highway 14 # 194	Spearfish	South Dakota	57783-1148	1	1 year
1303	Bland-Mullins, Leonor	(912) 610-5951	2915 Teakwood Dr	Clarksville	Tennessee	37040-1629	3	11-15 years
1304	Blaylock, Susan	(865) 850-5320	1464 Double D Dr	Sevierville	Tennessee	37876-0287	3	16-20 years
1305	Brown, Joel	(731) 694-6716	30 Cotton Blossom Cv	Jackson	Tennessee	38305-5602	5	more than 20 years
1306	Chambers, Lisa	(478) 461-8670	248 Blue Sky Cir	Lafayette	Tennessee	37083-6060	1	3 years
1307	Coleman, Rebecca (Coleman, Jock)	(865) 803-5387	3179 Dutch Valley Rd	Clinton	Tennessee	37716-5523	5	more than 20 years
1308	Collins, Katlyn	(865) 591-1455	1878 Vince Ln	Newport	Tennessee	37821-6322	more than 5	1 year
1309	Coulter, Dawn	(423) 285-3550	111 W Athens St	Englewood	Tennessee	37329-3267	1	5-10 years
1310	Crowden, Robert	(423) 561-0053	47 Rhyme Rd	Sweetwater	Tennessee	37874-6706	3	5-10 years
1311	Daugherty, Charles	(931) 787-9308	337 Jerry Edmonds Rd	Crossville	Tennessee	38572-1921	2	16-20 years
1312	Davis, Alicia	(731) 727-4736	15 Deberry St	Savannah	Tennessee	38372-2181	2	less than 1 year
1313	Gazaway, Jena	(423) 716-2671	150 Golf Dr SE	Cleveland	Tennessee	37323-8824	5	16-20 years
1314	Goldie, Celeste	(702) 884-3114	185 Bob White Dr	Clarksville	Tennessee	37042-7300	more than 5	16-20 years
1315	Havens, Leann	(614) 772-2718	6 Grisham Rd	Summerville	Tennessee	38483-7137	3	5-10 years
1316	Hollyfield, Cynthia (Hollyfield, Jerry)	(865) 567-8819	200 Lawton Blvd	Farragut	Tennessee	37934-1347	2	more than 20 years
1317	Holt, Jessica	(865) 000-0000	4400 Maple Valley Rd Apt 6B	Morristown	Tennessee	37813-3458	3	1 year
1318	McGinnis, Jamie	(423) 402-1732	438 Haywood Ln	Dayton	Tennessee	37321-5656	4	5-10 years
1319	McMahan, Jason	(423) 608-3050	284 Riviera Dr	Newport	Tennessee	37821-5608	2	11-15 years
1320	Menheer, Kevin	(423) 327-4052	335 Sycamore Dr	Bulls Gap	Tennessee	37711-3423	3	5-10 years
1321	Mullins, Colette	(707) 234-9416	85 John Brown Rd	Beech Bluff	Tennessee	38313-9115	2	11-15 years
1322	Reed, Pam	(760) 215-2172	106 Hickory Trace Dr	Nashville	Tennessee	37211-7101	4	more than 5 years
1323	Spurlock, Christin (Shannon, Carlos)	(901) 730-2506	5005 Cottage Ln	Memphis	Tennessee	38125-4502	4	5-10 years
1324	Trommel, Amy	(901) 606-2640	7599 Hollow Fork Rd	Germentown	Tennessee	38138-1736	2	5-10 years
1325	Upton, Betty	(865) 805-5888	4601 Pleasant Ridge Rd Apt 39	Knoxville	Tennessee	37912-5743	2	16-20 years
1326	Vanhooks, Shawna	(901) 949-3688	7194 Country Oaks Dr	Memphis	Tennessee	38125-2941	4	5-10 years
1327	Wells, Jeffrey	(703) 409-2962	265 Sunset Point Ln N	Waverly	Tennessee	37185-5004	2	16-20 years
1328	Banks, Patricia	(903) 467-2513	643 N 15th St	Corsicana	Texas	75110-2918	2	2 years
1329	Blanch, Erin	(309) 339-2618	3513 Sequoia Ln	Melissa	Texas	75454-0480	3	16-20 years
1330	Brown, Jacqueline	(817) 707-4997	PO Box 532873	Grand Prairie	Texas	75053-2873	5	2 years
1331	Bynum, Corean	(225) 933-2791	18223 Misty Jade Ln	Cypress	Texas	77429-5414	2	1 year
1332	Chavez-Martinez, Juanita	(830) 992-5531	412 S Adams St # 1113	Fredericksburg	Texas	78624-4107	2	less than 1 year
1333	Dimickmakusta, Yvette	(214) 564-2468	1412 Placer Dr	Allen	Texas	75013-2802	3	11-15 years
1334	Evans, Deanna	(512) 639-9985	2804 Southampton Way Apt A	Round Rock	Texas	78664-5678	1	4 years
1335	Franklin, Teresa	(903) 802-0600	129 Pierce Dr	Enchanted Oak	Texas	75156-9045	3	5-10 years
1336	Garcia, Danny	(956) 460-3751	704 Bluebird	Pharr	Texas	78577-7930	1	5-10 years
1337	Hampton, Karlous	(903) 360-9631	13277 County Road 46	Tyler	Texas	75704-5838	3	11-15 years
1338	Hilliard, Wendy (Hilliard, Joel)	(972) 849-0234	617 Aqua Dr	Little Elm	Texas	75068-5490	4	4 years
1339	Hines, Jacqueline	(228) 365-1824	23615 Western Centre Dr Apt 2115	Katy	Texas	77494-4338	2	more than 20 years
1340	Johnson, Rachel	(409) 332-9882	PO Box 103	Conroe	Texas	77305-0103	2	more than 20 years
1341	Jones, Felicia	(832) 655-9078	12115 Mosscrest Dr	Houston	Texas	77048-4019	1	4 years
1342	Latham, Alysha	(409) 781-9466	132 Brookwood Dr	Silsbee	Texas	77656-8912	3	11-15 years
1343	Lesain, Ely	(708) 690-4437	4401 Jeff Scott Dr	Killeen	Texas	76549-4550	3	2 years
1344	Louis, Barbara	(713) 303-2358	8610 Hazy Meadow Ln	Houston	Texas	77040-2910	2	16-20 years
1345	McCoy, Faye	(314) 898-7829	4422 Sycamore St Apt 7	Dallas	Texas	75204-6702	3	2 years
1346	McDougal, Jennifer	(281) 380-9525	9309 Twin Oaks Dr	Manvel	Texas	77578-5359	5	more than 20 years
1347	Moody, Chassity	(346) 334-2835	17322 Tall Cypress Dr	Spring	Texas	77388-5758	more than 5	5-10 years
1348	Pentila, Rhynne	(970) 497-6343	2604 Whisper Meadow Ln Apt 1607	Arlington	Texas	76006-3437	4	5-10 years
1349	Perez, Crystal	(432) 444-2061	352 Gettysburg	Odessa	Texas	79766-9243	2	5-10 years
1350	Perez, Jesus	(951) 255-1722	PO Box 1149	Clint	Texas	79836-1149	4	more than 20 years
1351	Rahn, Eric	(903) 707-4986	2014 W Jackson St	Tyler	Texas	75701-1213	1	1 year
1352	Santangelo, Veronica	(469) 651-3427	509 Center St	Royse City	Texas	75189-2509	2	2 years

EXHIBIT A

	Client Name	Verizon Phone	Billing Street	Billing City	Billing State	Billing Zip	Phone Lines	Years Subscriber
1353	Schommer, Kristi	(214) 601-2044	2010 Royal Crest Dr	Garland	Texas	75043-1017	3	16-20 years
1354	Sconzo, Ashley	(815) 876-6547	203 Majestic Palm Dr	Laredo	Texas	78045-6819	2	11-15 years
1355	Shavers, Amanda	(903) 908-0156	7304 Highland Villa St	Texarkana	Texas	75503-0621	more than 5	5-10 years
1356	Stokes, Lasara	(904) 259-9346	2237 County Rd 1775	Jefferson	Texas	75657-4048	1	2 years
1357	Villarreal, Isidro	(224) 454-6234	5011 Glen Ridge Dr Apt U14	San Antonio	Texas	78229-5456	more than 5	5-10 years
1358	Moore, Kelly	(801) 678-1438	2094 E Greatblack Cir	Layton	Utah	84040-4909	2	16-20 years
1359	Pappas, Alexander	(614) 284-9125	2334 S River Rd Unit 73	St George	Utah	84790-6304	2	less than 1 year
1360	Wollesen, Eric	(801) 910-3692	516 E Sandy Hollow Cir	Midvale	Utah	84047-5721	2	more than 20 years
1361	Gensoli, Gerald	(609) 972-8048	152 Colchester Rd Unit A	Essex Junction	Vermont	05452-2418	2	5-10 years
1362	Bailey, Robertette	(757) 678-3074	4630 Wilson Ct	Cape Charles	Virginia	23310-3843	4	5-10 years
1363	Bilello, Christopher	(757) 350-0193	1569 Waff Rd	Virginia Beach	Virginia	23464-7808	5	more than 20 years
1364	Burgoynes, Christine	(412) 580-7795	521 W Ocean View Ave Apt G	Norfolk	Virginia	23503-1460	3	11-15 years
1365	Bynum, Clarissa	(757) 234-3411	357 Lasalle Ave	Hampton	Virginia	23661-1639	1	11-15 years
1366	Cain, Vannetta	(757) 927-3392	3318 Bangor Cres	Chesapeake	Virginia	23321-4449	2	5-10 years
1367	Clemons-Savino, Andrew	(757) 286-7228	3820 Forest Glen Rd	Virginia Beach	Virginia	23452-2942	3	more than 20 years
1368	Harman, Daniel (Harman, Terri)	(804) 573-1751	601 S Davis Ave Apt 3	Richmond	Virginia	23220-5754	4	5-10 years
1369	Hart, Vicki (Hart, Vicki)	(804) 363-0672	3826 Tighe Ct	Richmond	Virginia	23223-2230	more than 5	more than 20 years
1370	Hobson, Carnal	(757) 778-3879	19 Cooper Dr	Portsmouth	Virginia	23702-2200	1	5-10 years
1371	Johnson, Yolanda (Johnson, Anthony)	(757) 871-8198	3376 Oakham Mount Dr	Triangle	Virginia	22172-2342	2	16-20 years
1372	Lucas, Sigrid	(970) 819-1897	42215 Piebald Sq	Aldie	Virginia	20105-5749	1	11-15 years
1373	Passagaluppi, Lisa	(540) 455-1676	2106 Abbottsbury Way	Woodbridge	Virginia	22191-4057	3	5-10 years
1374	Pellegrino, Jessica	(540) 360-3487	861 Rodin Ln	Virginia Beach	Virginia	23455-5830	2	1 year
1375	Pohl, Beate	(571) 436-5111	8867 Teakwood Ct	Manassas	Virginia	20109-3713	2	16-20 years
1376	Porter, Shirley	(703) 343-5562	9253 Lee Masey Dr	Lorton	Virginia	22079-4711	more than 5	11-15 years
1377	Alderson, Robert	(360) 670-9027	343 Buck Loop Rd	Sequim	Washington	98382-7603	2	more than 20 years
1378	Antebi, Jason	(206) 498-6807	2030 8th Ave Unit 2810	Seattle	Washington	98121-2939	1	1 year
1379	Anthony, Nina	(253) 886-9372	24425 26th Pl S Apt A104	Des Moines	Washington	98198-4077	2	3 years
1380	Bailey, Christine	(909) 615-9352	7718 Fairway Ave SE Unit 304	Snoqualmie	Washington	98065-9054	more than 5	more than 20 years
1381	Beebe, Lori	(360) 402-9084	4525 Polehn Rd SW	Rochester	Washington	98579-8538	2	4 years
1382	Blaeuinstein, Piero	(971) 279-9183	5236 Green Mountain Rd	Kalama	Washington	98625-9736	3	11-15 years
1383	Gibson, Chelsea	(360) 463-1041	11005 Summit Lake Rd NW	Olympia	Washington	98502-9403	1	5-10 years
1384	Leslie, Gary	(503) 975-5473	104 Kelp St NW	Ocean Shores	Washington	98569-9589	2	5-10 years
1385	McCormack, Julie	(509) 429-5130	2207 S 65th Ave	Yakima	Washington	98903-9499	3	more than 20 years
1386	McCoy, Brion	(360) 791-8174	8527 Lake Forest Dr SE	Lacey	Washington	98503-4219	3	11-15 years
1387	Moreno, Jocelyn	(360) 448-3227	11104 SE 10th St	Vancouver	Washington	98664-5105	2	1 year
1388	Peterson, Randy	(509) 993-6069	9414 E Big Meadows Rd	Chattaroy	Washington	99003-9566	3	more than 20 years
1389	Phillips, Gary	(323) 841-5828	PO Box 28982	Bellingham	Washington	98228-0982	3	5-10 years
1390	Reed, Brittany	(425) 293-4124	503 1st Ave W Apt 304	Seattle	Washington	98119-4320	1	5-10 years
1391	Taylor, Jeffrey	(360) 201-7434	6571 W Shore Dr	Anacortes	Washington	98221-9593	2	5-10 years
1392	Tremblay, Denis	(360) 632-1741	7311 N Prairie Crest Rd	Spokane	Washington	99224-8966	4	4 years
1393	Fox, Steven	(304) 663-1154	PO Box 153	Meadow Bridge	West Virginia	25976-0153	2	11-15 years
1394	White, Vince (White, Bonnie)	(540) 330-6135	PO Box 448	White Sulphur Springs	West Virginia	24986-0448	2	16-20 years
1395	Bosz, Clare	(262) 880-9563	1500 Westlawn Ave	Racine	Wisconsin	53405-3346	1	5-10 years
1396	Bubenhein, Franklin	(920) 809-8881	1216 S Jefferson St	Appleton	Wisconsin	54915-1726	4	2 years
1397	Clemons, Kayla (Clemons, Anthony)	(608) 322-6317	334 Kenwood Ave	Beloit	Wisconsin	53511-6144	5	16-20 years
1398	From, Russell	(608) 492-2915	9939 Shining Willow St	Middleton	Wisconsin	53562-5161	1	less than 1 year
1399	Renier, Christy	(920) 750-8047	1018 Gosling Way Ct	Menasha	Wisconsin	54952-2376	more than 5	5-10 years
1400	Moore, Charles	(307) 250-0399	2844 Kent Ave Unit 34	Cody	Wyoming	82414-8223	2	16-20 years
1401	Weakland, Susan	(307) 287-2195	4904 E Pershing Blvd	Cheyenne	Wyoming	82001-6018	1	16-20 years

Exhibit G

Rules of Arbitration [Binding]



Pre-Dispute

Dispute Resolution is a service offered by BBB

Rules of Arbitration

[Binding]

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BBB[®] Rules of Binding Arbitration (Pre-Dispute)

BBB ARBITRATION

Your Better Business Bureau[®] (BBB) is a nonprofit organization supported by local businesses. BBB promotes trust in the marketplace by fostering the highest ethical relationship between businesses and the public.

Your BBB assists in the resolution of disputes between a business and its customers. BBBs have a national reputation for fairness because they remain impartial in a dispute. They do not take sides but work to get the problem settled as quickly as possible.

If you have a marketplace dispute, BBB can offer you several ways to resolve it. Arbitration is one dispute resolution (DR) option: BBB provides a professionally trained arbitrator who will listen to both sides, weigh the evidence and make a decision about the dispute.

What is arbitration?

Arbitration is an informal process in which two parties present their views of a dispute to an impartial third party, an arbitrator, who will decide how to resolve the dispute.

Who is the arbitrator?

BBB arbitrators are individuals from your community who have been approved as arbitrators by BBB. Arbitrators do not necessarily have specific expertise in the matter to be arbitrated, but can call upon the assistance of an expert when

necessary. Arbitrators pledge to make an impartial decision, and do not have any affiliation with either party in the dispute.

The arbitration hearing

BBB will consult with the parties and the arbitrator(s) in scheduling an arbitration hearing. While most cases require only a single hearing, additional hearings may be scheduled if the arbitrator deems it necessary.

Do I need an attorney?

You may choose to consult with an attorney about arbitration under these Rules. Parties initiating arbitration may choose to consult with an attorney before the demand for arbitration is filed. It is important to consult with an attorney about the remedies that may be awarded in arbitration, and how to best present your case in arbitration. While you do not need to be represented by an attorney in the arbitration process, you may decide that it is in your best interests to do so.

How to prepare for arbitration

Before coming to your arbitration hearing, you should prepare an outline of your argument to help you in your presentation. You may want to use the checklist at the end of this section to assist you in your preparation.

Also before coming to the hearing, you should prepare a list of questions you want to ask the other party.

What will happen at the hearing?

You will have an opportunity to state the facts as you see them. Each party also will have the opportunity to ask questions of the other party.

The arbitrator may also ask questions to clear up uncertain areas and to gain a fuller understanding of the dispute.

After each side has presented its case and the questioning is completed, you should be prepared to give a summary of your position. Deal with any questions that have not been answered and tell the arbitrator exactly what you think the decision should be and why.

Remember that the sole purpose of the hearing is to allow the arbitrator to gather and sort the facts in order to make a fair decision. You should be prepared to convince the arbitrator that your position is right and that it supports the remedies/ outcome you seek from the arbitration process. If you are uncertain about the possible remedies available in arbitration you may want to review your state arbitration laws or consult with an attorney.

A cooperative, good faith approach works best. You are there because a disagreement exists, but keep that disagreement factual and within the bounds of normal courtesy and conventional language. Arbitrators may not have technical expertise, so your presentation may be more productive if you can use layman's terms to describe what happened.

An arbitration checklist

This checklist will help you prepare for your arbitration hearing. Use whichever items are appropriate to your case; some may not apply.

- 1.** Organize your materials in the order you wish to present them. This will help you present your case clearly and logically.
- 2.** Clearly state what the problem is and why you think the arbitrator should rule in your favor.
- 3.** List in chronological order the actions you took to resolve the dispute, including:
 - o individuals with whom you spoke;
 - o when you spoke with them;
 - o what they told you and/or what actions they took;
 - o other business/service persons involved:
 - § Who were they?
 - § When did they get involved?
 - § How did they become involved?
 - § What did they tell you and/or what actions did they take?Written statements or the presence of witnesses can help substantiate the facts of your case.
- 4.** Collect and bring to the hearing all available written information relating to your dispute. Bring original documents, if possible, and bring copies for the arbitrator and the other party. If you do not have certain documents, you may be able to get copies from the business or your repair shop, bank or credit card

company. Documents that might be useful include:

- o Any written agreements between you and the other party, including the agreement requiring arbitration of the dispute.
- o Any estimates, purchase order, finance/lease agreement, estimates, and proof of payment.
- o Any relevant warranty.
- o Any repair, service and maintenance records and proof of payment for these services.
- o If applicable to your dispute:
 - § Property repair bills or estimates, including the charges for labor and material used or proposed for use in the repair of property.
 - § Bills, records and reports of hospitals, doctors, or other health-care providers, or any other medical expenses.
 - § A report of the rate of earnings and time lost from work or lost compensation prepared by your employer.
- o A written statement of any witness or opinion of any expert whose testimony will be presented in writing rather than in person.
- o Correspondence between you and the other party.
- o Other documents which may support your case, e.g., newspaper/magazine articles, photographs, court decisions and legal documents, consumer group information, brochures and technical information.

5. List any witnesses who may have information about your complaint, such as mechanics or sales personnel. Try to contact them and ask them to testify in person or to submit written statements. You are responsible for your witness' submission of information. If you want them to testify in person, keep them informed about the time and place of the hearing.

The arbitrator will accept all relevant evidence presented at the hearing. The arbitrator will decide the importance of each piece of evidence after the hearing is closed. **It is better to be over prepared than under prepared.**

Evidence will not be accepted after the hearing if it was possible to present that evidence at the hearing, or if the arbitrator has already rendered a decision.

In summary

- Organize your case.
- Back up your position with evidence.
- A clear, concise and well-organized presentation supported by relevant facts and good documentation will help the arbitrator fulfill his or her responsibility.

BBB Rules of Binding Arbitration (Pre-Dispute)

1. DEFINITIONS

The following list defines key words as they are used in these Rules.

- A. **Arbitration** is a process in which two or more parties agree to let an impartial person or panel decide their dispute.
- B. **Arbitrator** refers to the individual or panel selected to conduct your arbitration and make a decision in your dispute. Any action taken or decision made by a panel shall be by majority vote.
- C. **BBB** refers to the Better Business Bureau that is administering the arbitration.
- D. **Days** refers to calendar days.
- E. **Decision** refers to the written document signed by the arbitrator and mailed to the parties.
- F. **Parties** refers to a business and its customer who have agreed in writing to arbitrate future disputes through BBB or under BBB binding rules.
- G. **Shall** and **must** are mandatory; **may** is discretionary.
- H. **You** refers to one or both of the parties.

2. SCOPE OF BBB ARBITRATION

These *Rules* apply to any dispute that the parties are required to arbitrate under a written agreement, signed by the parties prior to the time that the dispute arose, in which the parties have agreed to arbitrate future disputes through BBB or under BBB binding rules.

The arbitrator shall decide any dispute about whether a particular issue falls within the parties' arbitration agreement.

3. REMEDIES

The arbitrator may award any remedy that is permitted under applicable law; provided, however, that the arbitrator may not award any remedies that the parties have agreed in writing may not be awarded in arbitration.

4. FEES

BBB shall inform the parties of the fee schedule for handling the arbitration, and of the process for requesting a waiver or deferral of such fees in cases of hardship. BBB may decline to schedule an arbitration hearing if the parties do not pay administration fees when due.

5. DEMAND FOR ARBITRATION

- A. In order to initiate arbitration, a party shall submit to BBB a written demand for arbitration that includes the following:
- The name and address of the other party;
 - A concise statement of the issues to be arbitrated;
 - A statement of the remedies sought in arbitration; and

- A copy of any written agreement between the parties to arbitrate disputes under BBB binding rules.
- B. Unless otherwise provided by an agreement between the parties, the demand for arbitration must be received by BBB within the statute of limitations that would otherwise apply to a judicial action relating to the claim.

6. ANSWER AND COUNTERCLAIM

- A. BBB shall send the written demand for arbitration to the other party, who may submit a concise answer and a counterclaim in response. A counterclaim shall include:
- A concise statement of the issues to be arbitrated; and
 - A statement of the remedies sought in arbitration.
- B. Any answer and/or counterclaim must be sent to BBB, with a copy to the other party, within 14 days after receipt of the demand for arbitration. BBB may, for good cause, extend this time period.
- C. If a counterclaim is filed, the party against whom the counterclaim is filed may submit a concise answer to the counterclaim. The answer to the counterclaim must be sent to BBB, with a copy to the other party, within 14 days after receipt of the counterclaim. BBB may, for good cause, extend this time period.
- D. It is not required that the parties submit an answer to a demand for arbitration or a counterclaim. If a party does not submit an answer, that party will be deemed to have denied all of the claims made by the other party.

7. AMENDING THE DEMAND FOR ARBITRATION OR COUNTERCLAIM

At any time prior to the scheduling of the hearing, a party may amend in writing that party's demand for arbitration, answer, or counterclaim.

Once the hearing has been scheduled, amendments to a party's demand for arbitration or counterclaim may only be made at the discretion of the arbitrator.

8. SELECTING YOUR ARBITRATOR

BBB shall select the arbitrator in a procedure designed to avoid any conflict of interest and to provide the parties with an impartial arbitrator to hear their case.

BBB maintains a pool of qualified, experienced arbitrators. BBB shall select the arbitrator, or arbitrators if applicable. BBB shall inform the arbitrator(s) of the identities of the parties and attorneys, if any. If an arbitrator finds that he or she has a conflict of interest with any party or attorney, the arbitrator(s) shall recuse himself or herself.

At BBB's option, or by agreement of the parties or when required by law, BBB may appoint a panel of three arbitrators. BBB shall determine which arbitrator will serve as the chair of the panel to preside over the hearing.

BBB may use variations of this selection process, provided that the alternative procedure shall also result in the appointment of an impartial arbitrator.

9. QUALIFYING THE ARBITRATOR

The arbitrator shall sign an oath pledging to make an impartial decision in your dispute. If the arbitrator believes that he or she cannot make an impartial decision, the arbitrator shall refuse to serve.

If a financial, competitive, professional, family or social relationship exists between the arbitrator and one of the parties (even if the arbitrator believes the relationship is so minor as to have no effect on the decision), it shall be revealed to all parties, and you may decide that this arbitrator should not serve in your case.

BBB reserves the right to reject an arbitrator for any reason that it believes will affect the credibility of the arbitration process.

10. COMMUNICATING WITH THE ARBITRATOR

You or anyone representing you shall not communicate in any way with the arbitrator about your dispute except a) at an inspection or hearing for which the other party has received notice but does not appear, or b) when all other parties are present or have given their written permission.

All other communication with the arbitrator must be sent through BBB.

Violation of this rule may result in your case being discontinued.

11. WHO MAY PRESENT YOUR CASE?

You may present your own case or have someone represent you.

If your representative is a lawyer, you must give the lawyer's name and address to BBB at least 21 days before the hearing. BBB shall notify the other parties to give them an opportunity to obtain a lawyer if they want. Your failure to give BBB advance notice of legal representation may result in a rescheduling of your hearing.

12. HEARING NOTICE

BBB shall set a date, time (during normal business hours) and place for your arbitration hearing. The hearing will be set with due regard for the schedule of the parties and the arbitrator. Notice of the date, time and place of the hearing will be sent to you at least 10 days in advance of the hearing unless the parties agree otherwise.

Contact BBB immediately if you object to the date, time or place stated in your notice. If an unforeseen emergency arises that prevents you from attending a hearing, call BBB before the scheduled hearing time. The arbitrator shall decide whether to reschedule the arbitration hearing or maintain the current hearing date permitting the absent party to present the case in accordance with Rule 14.

To the extent practical, BBB will arrange for the hearing to be held at a BBB location convenient to the customer.

BBB shall make the final decision as to the date, time and place for the arbitration hearing.

13. MANNER IN WHICH THE HEARING IS CONDUCTED

Most arbitrations involve in-person hearings. However, BBB, at a party's request or at BBB's option, may arrange to have one or both parties participate by telephone, in writing, or by electronic communication.

14. YOUR ABSENCE FROM THE HEARING

If one party does not attend a hearing after receiving proper notice from BBB, the arbitrator shall proceed with the hearing and receive evidence from the other party.

One party's absence will not result in an automatic decision against that party. The party who did not attend the hearing shall be given the opportunity to present its position in writing within time limits set by BBB. Any written testimony will be sent to other party for comments.

If the absent party does not submit its position within the specified time limits, the arbitrator shall make a decision without that party's position.

15. ATTENDANCE AT HEARING

BBB staff may attend the hearing in an administrative capacity.

The parties, any representatives, and their witnesses may attend the hearing, although the arbitrator may determine that one or more non-party witnesses should be present in the hearing room only while that witness is giving testimony.

For any observer to attend a hearing, BBB will first determine that reasonable accommodations exist and then make sure that the parties and the arbitrator have no objection to the presence of an

observer. If there is room and no objection, the observer shall be permitted to attend the hearing subject to BBB's directions regarding proper conduct.

16. CAMERAS AND RECORDING DEVICES

Unless there is approval of all parties and the arbitrator, no one is permitted to bring cameras, lights, recording devices or any other equipment into the hearing. However, BBB may make an audio recording of the hearing if requested by the arbitrator, and any such audio recording may only be used by the arbitrator for the sole purpose of assisting the arbitrator in writing his/her decision and reasons, or by BBB for training and administrative purposes.

17. INSPECTION BY THE ARBITRATOR

The arbitrator may request an inspection of the product or service involved in your dispute.

If possible, the inspection will be performed as part of the hearing; otherwise, the inspection will be scheduled for a later date and all parties will receive at least three days notice unless such notice is waived by all parties. In accordance with BBB's arbitration fee schedule, in some cases an inspection by the arbitrator may incur additional costs to the parties.

18. TECHNICAL EXPERTS

At the request of the arbitrator, BBB shall make reasonable efforts to obtain a volunteer impartial technical expert to inspect the product involved or the service performed. If BBB is unable to obtain a volunteer technical expert, BBB shall

inform the parties and may give them the opportunity to incur the additional cost of a compensated technical expert.

The expert's findings shall be presented in writing or in person, at BBB's option, either before, during or after the hearing. In any case, you shall have an opportunity to evaluate and comment on the qualifications and findings of the expert.

You also have the right to have your own technical expert serve as a witness at your own expense.

19. SUBPOENAS

You may send BBB a request that the arbitrator subpoena witnesses or evidence that are relevant to your case. Any request shall include a statement as to why the witness or evidence is relevant, and why you believe a subpoena is necessary. If the arbitrator agrees with your request, a subpoena shall be signed by the arbitrator.

The party requesting a subpoena shall be responsible for serving the subpoena, including any expenses involved, and also for enforcement of the subpoena in court if necessary. BBB and the arbitrator do not have power to enforce a subpoena, but the arbitrator may consider any failure to produce subpoenaed evidence in the decision.

20. PRE-HEARING EXCHANGE OF INFORMATION

The arbitrator, at his or her discretion, may direct that the parties exchange documents or other information prior to the hearing. A copy of any such documents or information shall also be sent to BBB.

21. OATH OF PARTICIPANTS

You and your witnesses shall be placed under oath at the hearing by the arbitrator or BBB staff administering the hearing.

22. HEARING PROCEDURES

The arbitrator shall decide on the order and the procedures to follow for you to present your side of the dispute.

You shall be given an opportunity to make a personal presentation of your case, and you may present witnesses and evidence in support of your case. You shall also be given the opportunity to question the other parties, their witnesses and their evidence. After everyone has presented his or her case, each party shall be given the opportunity to make a closing statement.

In accordance with BBB's arbitration fee schedule, initial fees and costs may cover a limited hearing time, and additional time may incur additional costs to the parties.

If the arbitrator determines that additional information is necessary in order to make a fair decision, the arbitrator may direct that this additional evidence be submitted at a subsequent hearing or in any manner deemed appropriate by the arbitrator. If the arbitrator directs that written evidence be submitted after the initial hearing, the evidence shall be sent to BBB within the time frame specified by the arbitrator. BBB shall send a copy to the other party and solicit a response. Both the written evidence and any response shall be submitted by BBB to the arbitrator.

23. ADMISSION OF EVIDENCE AT HEARING

You may present your case without being restricted by courtroom rules of evidence. However, you should be sure your evidence is relevant to your case.

The arbitrator may limit your presentation if it is repetitious or irrelevant.

24. WRITTEN STATEMENTS/ DOCUMENTS

If you have a witness who cannot attend the hearing, you may present that person's written statement to the arbitrator. You must make a copy for the other party to read and use for response.

If you present your case by telephone, you should submit to BBB at least seven days before your hearing any written documents on which you will rely. BBB will provide these documents to the other party before the hearing.

25. ADMISSION OF EVIDENCE AFTER INITIAL HEARING

During the hearing, you may ask the arbitrator to give you a reasonable number of days to respond to evidence presented by the other party at the hearing. The arbitrator may grant your request at his or her discretion. If granted, BBB shall send your response to the other party for comment and then forward all information to the arbitrator.

Before a decision is made, an arbitrator may schedule new or additional hearings or otherwise request new or additional evidence to get all possible facts relating to your dispute.

Before a decision is made, you may send BBB new information that was impossible

to present at your original hearing and request that it be considered. BBB shall send it to the other parties for their response and then forward the information and any response to the arbitrator.

After the arbitrator has made a decision in your case, no more arguments or evidence may be presented, even if newly discovered or not available at the time of the hearing.

26. CLOSING THE HEARING

The arbitrator shall close the hearing when he or she determines that the parties have had sufficient opportunity to present all relevant evidence. The arbitrator will normally render a decision within five days after the hearing is closed.

27. SETTLEMENT

If all parties voluntarily decide to settle the dispute before the hearing, the settlement will end the dispute and no hearing will be held.

If a voluntary settlement is reached during the hearing, the arbitrator shall include the settlement in a final or interim consent decision. If a settlement is reached after the hearing but before the arbitrator's final decision, be sure to notify BBB at once.

28. TIME LIMITS

BBB shall make reasonable efforts to obtain a resolution of the dispute within 60 days, unless state or federal law provides otherwise. BBB or the arbitrator may extend this time at their sole discretion.

29. THE DECISION

When the arbitrator has reached a decision in your case, BBB shall send to all parties a written decision accompanied by the arbitrator's brief statement of reasons for

the decision. BBB will not read a decision to you over the phone.

A. Scope of decision

A decision shall be one that:

the arbitrator considers fair;

is limited to the issues raised in the demand for arbitration and any counterclaim; and

falls within the scope of these Rules.

Unless otherwise provided by agreement of the parties, the arbitrator is not bound to apply legal principles in reaching what the arbitrator considers to be a fair resolution of the dispute.

The decision may order an action to be performed, money to be paid, or a combination of these remedies. The arbitrator may award all or part of what you seek or may decide to award no payment or performance at all.

B. Types of decisions

The arbitrator shall render either a final or an interim decision.

If the arbitrator renders a final decision, the arbitrator has no further authority over the decision unless a valid request is made pursuant to Rule 28(C), Clarifying the decision; Rule 28(D), Correcting the decision or reasons for decision; or Rule 28(E), Decision is impossible to perform or to perform timely.

An interim decision may be written when the decision requires some action to be taken. If the arbitrator renders an interim decision, the arbitrator maintains continuing authority over the execution of the decision in accordance with the specific terms set out in the decision.

An interim decision shall state a time within which the consumer must notify BBB if the action ordered in the interim decision was not performed or was performed unsatisfactorily. If an interim decision has been rendered and a reconvening is requested in accordance with the terms of the decision, BBB shall schedule a further hearing. In addition to the evidence presented at that hearing, the arbitrator may request additional evidence from the parties or from an impartial technical expert. The arbitrator will normally render a decision within five days after the hearing is closed.

C. Clarifying the decision

You may request that the arbitrator clarify a decision if you do not understand the decision, or if you and the other parties disagree about the specific action required by the decision. Requests for clarification must be in writing and must be received by BBB prior to the time that performance is required under the decision.

BBB will not accept a clarification request that attempts only to reargue your case or that is based solely upon your disagreement or disappointment with the decision.

BBB shall have sole discretion to determine if your written statement is an appropriate request for clarification of the decision. BBB shall send the request to the other parties, solicit their views, and send the request and any response to the arbitrator. The arbitrator may either clarify the decision or reject the request for clarification and let the decision stand as written.

You may not ask the arbitrator to clarify the reasons for decision.

D. Correcting the decision or reasons for decision

You may request correction of the decision or the reasons for decision if you believe the decision or reasons contain a mistake of fact, a miscalculation of figures, or exceed the arbitrator's authority. Requests for correction of a decision or reasons must be in writing and must be received by BBB prior to the time that performance is required under the decision.

A mistake of fact is not a conclusion of the arbitrator with which you disagree; it is a true error in such things as a date, time, place or name, and may justify a correction only if it concerns the essence of the decision.

A miscalculation of figures is not a dollar figure you consider to be unfair; it is a mathematical error.

The arbitrator's authority is limited to the scope of these Rules.

BBB will not accept a correction request that attempts only to reargue your case or that is based solely upon your disagreement or disappointment with the decision.

If your written statement to BBB is an appropriate request for correction, BBB shall send the request to the other parties, solicit their views, and send the request and any response to the arbitrator. The arbitrator may either correct the decision or reasons or reject the request for correction and let the decision or reasons stand as written.

E. Decision is impossible to perform or to perform timely

Unless otherwise specified in the decision, the time for performance shall generally be

no longer than 30 days from the date BBB forwards the award to the parties. If you believe in good faith you cannot perform the arbitrator's decision at all or within the established time limit, you should immediately inform BBB in writing. BBB shall process your submission in the same manner as a request for correction.

The arbitrator may request additional evidence, request another hearing, or do anything necessary to confirm or deny your claim of impossibility of performance. If the arbitrator confirms such impossibility, the original decision may then be changed to include any remedy falling within the scope of these Rules.

If a party has exceeded the time for performance, the other party should notify BBB in writing.

F. Suspending the time to perform

If you submit to BBB a written statement relating to correction, clarification or impossibility of performing the decision, the time performance of the decision shall be suspended until the issue is resolved by the arbitrator or by BBB.

G. After decision is issued

Once a decision in your case has been issued:

The parties will be legally bound to abide by the decision and must comply with the decision's terms (subject to modification/correction under these Rules or to any limited right of review that may be provided by state or federal law).

Each party gives up any right to sue the other party in court on any claim that has been resolved at the arbitration

hearing, unless a party fails to perform according to the arbitrator's decision.

If a party fails to perform the decision, notify BBB and it will try to resolve the matter. In addition, you may have the right to enforce the decision in court or pursue other legal remedies under state or federal law.

H. Verification of performance

All parties must do what the decision requires within the time limits set by the arbitrator.

Unless otherwise stated in the decision, the time for performance shall begin when you receive the decision. Approximately two weeks after the performance date, BBB shall contact the parties to see if the decision has been performed.

30. TIMELY OBJECTIONS

Any failure to follow these Rules that may significantly affect the independence, impartiality or fairness of the arbitration process must be raised with BBB at the earliest opportunity. BBB shall make a final decision on the appropriate action to be taken if BBB determines that a failure to follow these Rules has significantly affected the independence, impartiality or fairness of the arbitration process.

31. CHANGE OF TIME

You and the other parties to the arbitration may jointly agree in writing to change any period of time stated in these Rules.

32. CONFIDENTIALITY

The dispute resolution process and any records of that process are private and confidential.

If the dispute originated as a complaint filed with BBB, BBB may include in its report on the business an indication of the business's failure to arbitrate or to perform an award in your individual case, excluding personally identifying information about any individual. Otherwise, BBB shall not release the terms of the arbitration decision to any person or group that is not a party to the arbitration unless all parties agree or unless such release is required by law or pertinent to judicial or governmental administrative proceedings.

33. JUDICIAL PROCEEDINGS/ EXCLUSION OF LIABILITY

In submitting to arbitration under these Rules, the parties agree that, other than for purposes of authentication by staff of BBB, BBB and the arbitrator shall not be subpoenaed by either party in any subsequent legal proceeding. The parties further agree that BBB (including its staff), Council of Better Business Bureaus (including its staff) and/or the arbitrator shall not be liable for any act or omission in connection with your arbitration.

34. INTERPRETATION OF RULES/RIGHT TO DISCONTINUE ARBITRATION

BBB shall make the final decision on procedural questions and on any other question concerning the application and interpretation of these Rules.

BBB at all times reserves the right to decline or discontinue administration of arbitration for any case(s) due to a conflict with any BBB Policy or state/federal law or regulation, the conduct of a party, or failure to pay any fees required by BBB.

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Exhibit H



AMERICAN
ARBITRATION
ASSOCIATION®

INTERNATIONAL CENTRE
FOR DISPUTE RESOLUTION®

Consumer Arbitration Fact Sheet

This page provides information about the AAA's® administration of consumer arbitrations and links to a number of relevant documents and Rules.

AAA Administration

The AAA administers consumer arbitrations pursuant to the due process standards contained in the AAA's Consumer Due Process Protocol and the AAA's Consumer Arbitration Rules. The AAA will accept a case for administration only after the AAA reviews the parties' arbitration agreement and if the AAA determines that the agreement substantially and materially complies with the due process standards of the Rules and the Consumer Due Process Protocol. If the AAA declines to administer a consumer arbitration, either party may submit the dispute to an appropriate court for resolution.

[AAA Consumer Arbitration Rules](https://www.adr.org/sites/default/files/Consumer_Rules_Web_2.pdf) (https://www.adr.org/sites/default/files/Consumer_Rules_Web_2.pdf)

[AAA Consumer Due Process Protocol](https://www.adr.org/sites/default/files/document_repository/Consumer%20Due%20Process%20Protocol%20(1).pdf)

([https://www.adr.org/sites/default/files/document_repository/Consumer%20Due%20Process%20Protocol%20\(1\).pdf](https://www.adr.org/sites/default/files/document_repository/Consumer%20Due%20Process%20Protocol%20(1).pdf))

Consumer Due Process Protocol

The AAA has been at the forefront in developing standards of fairness for disputes between consumers and businesses. In April 1998, the AAA developed the Consumer Due Process Protocol in cooperation with groups representing government agencies, consumer interest groups and educational institutions, as well as businesses. The goal of the Protocol, in concert with the Consumer Arbitration Rules, is to ensure fairness and even-handedness in the resolution of disputes in arbitration. The AAA exercises its authority to decline administration of arbitration demands where an arbitration clause contains material violations of the Consumer Due Process Protocol.

Key Provisions of the Due Process Protocol:

- Consumers and businesses have a right to an independent and impartial arbitrator and independent administration of their dispute.
- Consumers always have a right to representation.
- Costs of the process for the consumers must be reasonable.
- Location of the proceeding must be reasonably accessible.
- No party may have unilateral choice of arbitrator.
- There shall be full disclosure by arbitrators of any potential conflict or appearance of conflict or previous contact between the arbitrator and the parties. The arbitrator shall have no personal or financial interest in the matter.
- Arbitrators should be empowered to grant whatever relief would be available in court.
- All parties retain the right to seek relief in small claims court for disputes or claims within the scope of its jurisdiction.
- Parties to the dispute must have access to information critical to resolution of the dispute.

- The use of mediation to foster voluntary resolution of the matter.
- Clear and adequate notice of the arbitration provision and its consequences, including a statement of its mandatory or optional character.

Searle Civil Justice Institute Study

The Searle Study reviewed a representative sample of approximately 300 AAA consumer arbitration case files that were awarded between April and December of 2007. Among the findings in the Searle study were conclusions about the costs, speed and outcomes of consumer arbitrations administered by the AAA:

- Consumers won some relief in 53.3% of the cases they filed and recovered an average of \$19,255; business claimants won some relief in 83.6% of their cases and recovered an average of \$20,648.
- The upfront cost of arbitration for consumer claimants in cases administered by the AAA appears to be quite low. In cases with claims seeking less than \$10,000, consumer claimants paid an average of \$96.
- AAA consumer arbitration seems to be an expeditious way to resolve disputes. The average time from filing to final award for the consumer arbitrations studied was 6.9 months.
- Arbitrators awarded attorneys' fees to prevailing consumer claimants in 63.1% of cases in which the consumer sought such an award.
- A substantial majority of consumer arbitration clauses in the sample (76.6%) fully complied with the Due Process Protocol when the case was filed.
- AAA's review of arbitration clauses for Protocol compliance was effective at identifying and responding to clauses with Protocol violations. In 98.2% of cases in the sample subject to AAA Protocol compliance review, the arbitration clause either complied with the Due Process Protocol or the non-compliance was properly identified and responded to by the AAA.
- The AAA refused to administer a significant number of consumer cases because of Protocol violations by businesses, and as a result of AAA's protocol compliance review, some businesses modify their arbitration clauses to make them consistent with the Consumer Due Process Protocol.
- The complete Searle Civil Justice Institute Study may be found at https://www.adr.org/sites/default/files/document_repository/Searle%20Civil%20Justice%20Institute%20Report%20on%20Consumer%20Arbitration.pdf (https://www.adr.org/sites/default/files/document_repository/Searle%20Civil%20Justice%20Institute%20Report%20on%20Consumer%20Arbitration.pdf)

Small Claims Court Option

The Consumer Due Process Protocols and the AAA's Consumer Rules permit claimants to bring claims in small claims court rather than arbitration even if the claims fall within the parties' arbitration clause.

What if I would prefer to go to court rather than use arbitration?

As with all contracts, it is very important to read all of the terms of the agreement. Arbitration agreements are no different so you should carefully read the language in the arbitration agreement. Some companies offer you the ability to opt-out of their arbitration requirement in a contract within a certain time period, usually a period of time after entering into the contract. Opting-out of an arbitration agreement typically means that you would resolve any future disputes in court instead of through arbitration. Most opt-out options have very specific time frames so you will generally need to complete the opt-out process in the time set in the agreement. You will also need to carefully follow any other instructions provided in connection with the opt-out opportunity.

If you are in a contract containing an arbitration clause naming the AAA Rules, you may still be able to bring your dispute in small claims court instead of arbitration, as long as the claim falls within the jurisdiction requirements of the small claims court. In those situations, AAA Rules specifically allow you to file your claim in small claims court instead of arbitration. For more specific information, see the AAA's Consumer Arbitration Rules, R-9. Small Claims Option for the Parties.

Costs

In consumer arbitration proceedings, the consumer's administrative fee is capped at \$200. The business pays the arbitrator's compensation unless the consumer—post dispute—voluntarily elects to pay a portion of the arbitrator's compensation.

Publicly Available Information

The AAA's Consumer Rules contain provisions that make certain information publicly available about consumer arbitrations administered by the AAA. This includes Rules establishing a registry of businesses with AAA consumer arbitration agreements and another that provides for the publication of redacted consumer arbitration awards.




- Starting September 1, 2014, the AAA implemented a publicly available Consumer Clause Registry. The Registry was created to provide more access to information about the AAA's consumer arbitration services. In particular, the Registry contains a list of businesses that have submitted their consumer arbitration clauses with the AAA and where, upon review, the AAA has determined that the clause substantially and materially complies with the due process standards of the Consumer Due Process Protocol.
- The AAA's publicly available Consumer Clause Registry contains the name of the business, contact information, and the consumer arbitration clause, along with any related documents deemed necessary by the AAA. For more information on the registry, visit www.adr.org/clauseregistry (<http://www.adr.org/ClauseRegistry>).
- The AAA maintains a Consumer Arbitration Statistics report on its website based upon consumer cases filed with the AAA for at least the last five years. <https://www.adr.org/ConsumerArbitrationStatistics> (<https://www.adr.org/ConsumerArbitrationStatistics>)

Debt Collection Moratorium

In 2009, the AAA implemented a moratorium on the administration of debt collection arbitration programs. Matters included in this moratorium are consumer debt collection programs or bulk filings and individual case filings in which the company is the filing party and the consumer has not agreed to arbitrate at the time of the dispute, and the case involves a credit card bill, a telecom bill or a consumer finance matter.

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